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**JOHANNESBURG DEVELOPMENT AGENCY,
("JDA")
PAIA & POPIA MANUAL**

**THIS MANUAL IS PUBLISHED IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000 ("PAIA") READ TOGETHER WITH THE REQUIREMENTS OF
THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 ("POPIA")**

Document Configuration Management

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1. INTRODUCTION

- 1.1 JDA was established by the City of Johannesburg (“CoJ”) through a council resolution and incorporated in March 2001.
- 1.2 The main purpose and object of the JDA is to, inter alia, promote socio-economic growth through the development and promotion of efficient spatial environments in defined geographic areas and regenerate decaying areas of the City. The aim is to enhance their ability to contribute to economic development and improve quality of life for residents on behalf of the City by conceptualising, designing, facilitating and implementing specific capital and non-capital projects and programmes.
- 1.3 In executing its mandate, JDA collects, record, disseminate and retain certain records (information and documents), including personal information.
- 1.4 In doing so, JDA must comply with the provisions of PAIA and POPIA insofar as protecting and providing access to the information held by it.
- 1.5 PAIA was promulgated to give effect to Section 32 of the Constitution which provides for the right of access to any information held by public or private bodies in instances where such information is required by any person for the exercise and/or protection of any right.
- 1.6 The principal objectives of PAIA are to foster a culture of transparency, accountability and effective governance by enabling persons who require access to certain information held by public or private bodies the means by which they can do so.
- 1.7 POPIA, on the other hand, promotes the protection of personal information processed by public and private bodies and puts in place conditions so as to establish minimum requirements for processing personal information.

2. PURPOSE OF THE MANUAL

- 2.1 This Manual is published in terms of Section 14 of PAIA read together with the requirements of POPIA.
- 2.2 The purpose of the manual is to set out the nature of records held by JDA, the procedure, as well as the criteria that must be complied with by any person who requires access to records held by JDA.

- 2.3 This Manual can be accessed via the JDA website at www.jda.org.za or by requesting a copy via email from the relevant Deputy Information Officer as set out in paragraph 8 below.
- 2.4 This Manual is also available for inspection at JDA's Office, free of charge.

3. GUIDE ON HOW TO USE PAIA

- 3.1 In accordance with section 10 of PAIA, the South African Human Rights Commission (SAHRC) has published a guide on how to utilise PAIA ("the guide").
- 3.2 This guide is available at the SAHRC offices as well as on their website indicated below:

Physical Address: The South African Human Rights Commission

Sentinel House, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, Johannesburg

Tel: +27 11 877 3750

Email: kmonewe@sahrc.org.za

Website: www.sahrc.org.za

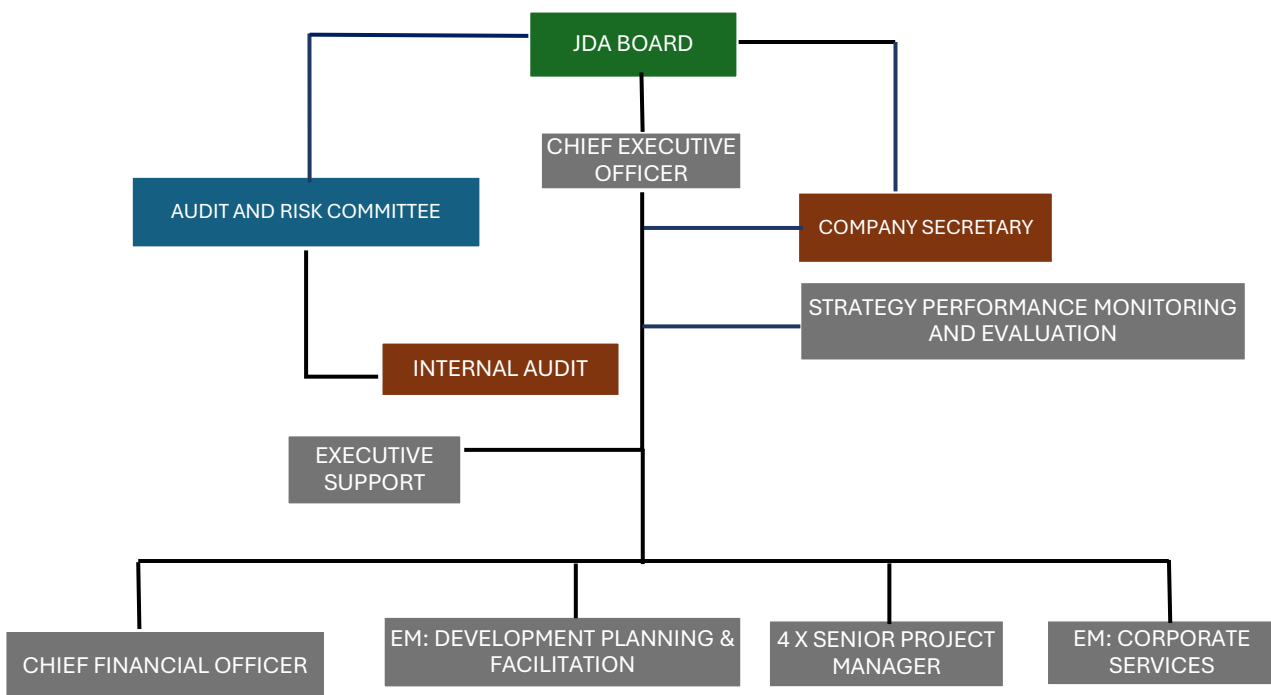
4. DEFINITIONS

The following words or expressions will bear the following meanings in this Manual:

- 4.1 **"JDA"** means the Johannesburg Development Agency SOC Limited, a Municipal Entity of the City of Johannesburg established in terms of the Municipal Systems Act 32 of 2000 and the Companies Act 71 of 2008.
- 4.2 **"Manual"** means this manual, together with all its annexures;
- 4.3 **"PAIA"** means the Promotion of Access to Information Act No. 2 of 2000;
- 4.4 **"POPIA"** means the Protection of Personal Information Act No 4 of 2013;

5. FUNCTIONS AND STRUCTURE OF THE JDA

- 5.1 JDA’s vision is to be the leading development agency of choice within South Africa.
- 5.2 JDA achieves its vision by planning, implementing, managing and facilitating area-based developments in efficient, equitable, sustainable and innovative ways.
- 5.3 JDA’s core business includes, facilitating and managing developments efficiently and innovatively towards building an equitable, sustainable, and resilient city.
- 5.4 The organogram below outlines the governance structure under which JDA operates:



- 5.5 JDA’s Board of Directors (“BoD”), serves as the focal point and custodian for corporate governance. The BoD is comprised of executive and non-executive directors.

6. CONTACT DETAILS FOR THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER

- 6.1 PAIA designates the Chief Executive Officer, or equivalent officer, of a public body as the Information Officer.

6.2 The Information Officer's role is to ensure and encourage overall compliance with PAIA and POPIA and evaluate and approve requests for access to information received.

6.3 The details of JDA's Information Officer are detailed below:

Title	Name and Surname	Contact Number	Physical Address	Postal Address
Mr	Themba Mathibe	011 688 7899	3 Helen Joseph St, Newtown, Johannesburg, 2113.	3 Helen Joseph St, Newtown, Johannesburg, 2113

6.4 JDA's Information Officer has, in terms of section 17(3) of PAIA, designated the powers conferred on him in terms of the PAIA to the person specified in the table below, who shall perform the functions of Deputy Information Officer:

DETAILS OF THE DEPUTY INFORMATION OFFICER/S						
Title	Name and Surname	Designation	Contact Details	Email Address	Physical Address	Postal Address
Ms	Jennifer Madiba	Legal Specialist	011 688 7800	JMadiba@jda.org.za	3 Helen Joseph St, Newtown, Johannesburg, 2113.	3 Helen Joseph St, Newtown, Johannesburg, 2113

7. PRIOR CONSIDERATIONS FOR REQUESTING ACCESS TO JDA'S RECORDS

7.1 Before submitting a request for access to a record, a requestor must ensure that the record which he/she seeks to access is not a record that is requested:

7.1.1 for the purposes of criminal or civil proceedings; and

7.1.2 after the commencement of such criminal or civil proceedings, as the case may be.

7.2 Furthermore, a requestor must, prior to submitting a request for access, ensure that the production of the record is not provided for in any other law.

- 7.3 The documents listed above fall outside the ambit of PAIA. Should you seek to access any of the above records, you are required to use the rules and procedures for discovery of information set out in the relevant forum.
- 7.4 In order to ensure that the requester is provided with the correct record expediently, JDA requests the following:
- 7.4.1 provide sufficient detail on the request form to enable JDA to identify the record sought;
 - 7.4.2 indicate the preferred format of the requested record, i.e., whether a hardcopy printout or electronic format is sought;
 - 7.4.3 list the right/s that the requester seeks to exercise and/or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right; and
 - 7.4.4 submit proof of the capacity in which the requester is make the request, in the event that the request has been made on behalf of another entity and/or party.

8. HOW TO REQUEST INFORMATION FROM JDA

- 8.1 JDA is a public body and, as a result, requests for access to information held by it may only be made on the form as prescribed in PAIA.
- 8.2 Any person (“a requestor”) who seeks to access a record and/or information held by JDA must follow the following procedures set out in this Manual:
- 8.2.1 print the formal request form, attached hereto as **"Annexure A"**, this form is also available on JDA's website www.jda.org.za, as well as at the offices of JDA at the address mentioned in paragraph 6.3 above;
 - 8.2.2 fill in all fields in the request form and pay the prescribed fee as set out in clause 9 below; and
 - 8.2.3 deliver the request form and applicable payment to the address of the Deputy Information Officer mentioned in paragraph 6.4 above.
- 8.3 If the requester is unable to read or write, or have a disability, the request may be made orally. The Information Officer will complete the form on behalf of the requester and provide the requester with a copy and/or copies.

- 8.4 JDA's Information Officer, will, as soon as reasonably possible and within thirty (30) days after the request has been received, decide whether to grant the request or not and notify the requester, in writing, of such a decision.
- 8.5 The thirty (30) day period may be extended, by notice to the requestor, to sixty (60) days of receipt thereof, if the request involves a large number of records or the search for the records is to be conducted at premises not situated in the same town or city as the JDA's Office.
- 8.6 Should the JDA's Information Officer fail to give a response within thirty (30) days after receipt of the request or pursuant to the requested period of extension, the request is deemed to have been declined.
- 8.7 In the instance wherein the request has been declined, the JDA's Information Officer will provide the requester with written reasons for his/her decision.
- 8.8 All requests received by the Information Officer will be evaluated and considered in accordance with PAIA.

9. FEES PAYABLE

- 9.1 There are two types of fees payable in terms of the Act, namely the request fee and the access fee/s – as set out in section 22 of PAIA.
- 9.2 A requestor, who seeks access to a record containing personal information about the requestor, is not required to pay the request fee. Every other requestor, who is not a personal requestor, must pay the prescribed request fee.
- 9.3 The Information Officer must notify the requestor (other than a personal requestor) by relevant means, requiring the requestor to pay the prescribed fee (if any) before further processing the request.
- 9.4 The request fee payable to JDA is R35.00.
- 9.5 After the Information Officer has made a decision on the request, the requestor must be notified of such a decision and the reasons substantiating that decision in the manner requested by the requestor.
- 9.6 If the request is granted, an access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

10. REFUSAL TO GRANT ACCESS TO A RECORD

- 10.1 JDA will grant the requester access to a record if it is filled out in accordance with paragraph 7.4 and where the requested fees have been paid.
- 10.2 A request for access to a record will be declined if it falls into one or more of the following grounds of refusal stipulated in PAIA:
 - 10.2.1 mandatory protection of privacy of a third party who is a natural person;
 - 10.2.2 mandatory protection of certain records of SARS;
 - 10.2.3 mandatory protection of commercial information of a third party;
 - 10.2.4 mandatory protection of certain confidential information, and protection of certain other confidential information, of a third party;
 - 10.2.5 mandatory protection of safety of individuals and protection of property;
 - 10.2.6 mandatory protection of police dockets in bail proceedings, and protection of law enforcement and legal proceedings;
 - 10.2.7 mandatory protection of records privilege from production in legal proceedings;
 - 10.2.8 defence, security and international relations of the Republic;
 - 10.2.9 economic interests and financial welfare of the Republic and commercial activities of the public bodies;
 - 10.2.10 mandatory protection of research information of a third party and protection of research information of the public bodies;
 - 10.2.11 operations of public bodies; and
 - 10.2.12 manifestly frivolous or vexatious request or substantial and unreasonable diversion of resources.

11. REMEDIES AVAILABLE AFTER A DECISION OF THE INFORMATION OFFICER

- 11.1 Requestors and third parties may challenge decisions made by the Information Officer in the following instances, and in the manner prescribed below.
- 11.2 A decision of the JDA to:
- 11.2.1 refuse a request for access; or
 - 11.2.2 extend the period to deal with request; or
 - 11.2.3 grant access in a particular form.
- 11.3 A third party may lodge a complaint with the Information Regulator if they are not happy with a decision of the JDA's Information Officer to grant a request for access.
- 11.4 If the requestor is not satisfied with the reasons provided by the Information Officer following a refusal of access to information, the requestor may:
- 11.4.1 within 180 days of receiving the decision, lodge a complaint with the Information Regulator; and
 - 11.4.2 the complaint can be made by filling in and submitting the complaint form attached as "**Annexure B**".
- 11.5 The requestor may approach the Court either before or after exhausting the complaints procedure with the Information Regulator.

12. CATEGORIES OF RECORDS

12.1 RECORDS THAT ARE AUTOMATICALLY AVAILABLE

- 12.1.1 Records of a public nature, typically those disclosed on the JDA website <https://www.jda.org.za> and in its various annual reports, may be accessed without the need to submit a formal application.
- 12.1.2 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

12.2 RECORDS WHICH MAY BE REQUESTED

JDA retains records in the following categories as listed below. It must be noted that, a requestor to the information below is not automatically allowed access to these records and that access to the records may be declined in accordance with grounds for refusal listed in sections 33 to 46.

12.2.1 Operational Information and Agreements

12.2.1.1 documents relating to the policy, objectives and governance of the JDA;

12.2.1.2 directives, resolutions and instructions of the JDA Board;

12.2.1.3 joint-venture agreements with subsidiaries and/or agreements with any person, government or administration;

12.2.1.4 rental agreements, title deeds, mortgage bonds and notarial bonds relating to movable and immovable property;

12.2.1.5 records relating to companies established by the JDA or in association with joint-venture partners and/or any person for the purpose of developing or exploiting an invention or technological expertise;

12.2.1.6 memorandums of understanding; and

12.2.1.7 metadata and spatial information.

12.2.2 Finance and Accounting records relating to the following categories:

12.2.2.1 Bank Account Records;

12.2.2.2 Books of account and financial statements;

12.2.2.3 Auditor's Annual Report;

12.2.2.4 Audited Financial Statements;

12.2.2.5 Financial Statements of Subsidiaries;

12.2.2.6 Annual Report, including statement of financial position and statement of income and expenditure certified by the Auditor-General;

12.2.2.7 Annual budget and corporate plan as provided for in the Municipal Finance Management Act (“MFMA”);

12.2.2.8 Value Added Tax (VAT), Standard Income Tax on Employees (SITE) and Pay as You Earn (PAYE) records; and

12.2.2.9 additional information required by the Minister.

12.2.3 Human Resources Records

12.2.3.1 policies and procedures;

12.2.3.2 personnel files – subject to the rules governing the POPIA;

12.2.3.3 contracts, conditions of service and other agreements;

12.2.3.4 pension fund records of the pension fund established under the Associated Institutions Pension Fund Act, 1963 (Act 41 of 1963).

12.2.3.5 documentation relating to employee benefits – subject to rules governing POPIA;

12.2.3.6 list of employees; and

12.2.3.7 minutes of Committee Meetings.

12.2.4 Moveable and Immoveable Property Records

12.2.4.1 title deeds in respect of properties owned by company;

12.2.4.2 agreements of Lease with tenants and concessionaires; and

12.2.4.3 mortgage bonds, liens, notarial bonds and other security interest.

12.2.5 Risk Management Records

12.2.5.1 occupational health and safety reports;

12.2.5.2 insurance reports and policies; and

12.2.5.3 incident reports relating to security and safety.

12.2.6 Procurement Records

12.2.6.1 procurement policy including new documentation

12.2.6.2 minutes of Tender Board;

12.2.6.3 Tender Board submissions;

12.2.6.4 request for quotations;

12.2.6.5 advertised tenders;

12.2.6.6 bids received;

12.2.6.7 public adjudication;

12.2.6.8 bids awarded;

12.2.6.9 supplier registration form; and

12.2.6.10 expression of interest.

12.2.7 Revenue Management

12.2.7.1 leasing administration; and

12.2.7.2 customer surveys.

PART B: POPIA MANUAL

13. PROTECTION OF PERSONAL INFORMATION

- 13.1 On the 19th of November 2013, Parliament assented to the POPIA, which aims to, *inter alia*:
- 13.1.1 promote the protection of personal information processed by public and private bodies; and
 - 13.1.2 introduce certain conditions to establish minimum requirements for the processing of personal information.
- 13.2 The overall purpose of POPIA is to ensure that the processing of all personal information and special/sensitive personal information by responsible parties adheres to the eight conditions for lawful processing set down in Chapter 3 of POPIA.
- 13.3 JDA requires personal information relating to both individual and juristic persons in order to carry out its functions and determines the manner in which such information must be processed.
- 13.4 JDA is therefore a Responsible Party as defined in POPIA. As a Responsible Party, JDA places great importance on the security of all personal data and has ensured that its measures are in place to guarantee the privacy and protection of all personal information it processes.
- 13.5 Personal information collected by JDA will be collected and processed in accordance with the conditions for lawful processing of personal information set out in POPIA.
- 13.6 In this regard, JDA is accountable for the integrity and security of the personal information in its possession or under its control and ensures that:
- 13.6.1 personal information is processed lawfully, reasonably and in a manner that does not infringe on the privacy of its data subjects;
 - 13.6.2 personal information is collected for a specific, explicitly defined and lawful purpose related to its functions;

- 13.6.3 the further processing of any personal information is in accordance with the purpose for which it was collected;
- 13.6.4 personal information is complete, accurate, not misleading and updated where necessary;
- 13.6.5 it maintains the documentation of all processing operations and notification to the data subject when collecting personal information;
- 13.6.6 adequate safeguards are in place to secure the integrity and confidentiality of personal information in its possession;
- 13.6.7 data subjects are made aware of personal information collected and the purpose of the collection; and
- 13.6.8 anyone processing personal information on its behalf, processes such information only with its knowledge or authorisation and treats the personal information as confidential and does not disclose it unless required by law or in the course of the proper performance of their duties.

14. PURPOSE FOR WHICH JDA PROCESSES PERSONAL INFORMATION

- 14.1 JDA will process personal information for the following purpose:
 - 14.1.1 to fulfil its statutory obligations in terms of applicable legislation;
 - 14.1.2 to obtain information necessary to provide contractually agreed services to its customers;
 - 14.1.3 monitoring, maintaining and managing JDA's contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
 - 14.1.4 marketing and advertising;
 - 14.1.5 resolving and tracking complaints;
 - 14.1.6 verification of employee's information during recruitment process;
 - 14.1.7 historical record keeping, research and recording statistics necessary for fulfilling the JDA's business objectives;

- 14.1.8 to institute legal proceedings for the recovery of outstanding rental, levies and/or taxes from its tenants;
 - 14.1.9 payment of invoices;
 - 14.1.10 verification of information and performing checks including financial and tax status;
 - 14.1.11 to collect money due and payable to JDA in respect of rates and services;
 - 14.1.12 to provide accurate monthly billing with the appropriate and correct tariffs and charges;
 - 14.1.13 ; and
 - 14.1.14 any other reasonably required purpose related to JDA's operations.
- 14.2 All individuals and entities may object to the processing of their information in terms of section 11 (3) of POPIA, by completing the prescribed form ("**Annexure C**") and submitting it to the Information Officer.

15. CATEGORIES OF DATA SUBJECTS WHOSE PERSONAL INFORMATION WILL BE PROCESSED BY JDA

- 15.1 JDA will process the personal information of the following categories of data subjects:
- 15.1.1 customers, representatives, agents, partners, contractors and service providers of such customers;
 - 15.1.2 representatives, agents, contractors, vendors, service providers and third parties
 - 15.1.3 members of JDA Board of Directors;
 - 15.1.4 members of JDA's Executive;
 - 15.1.5 existing and former employees (including contractors, agents, temporary and casual employees);
 - 15.1.6 existing and former tenants; and
 - 15.1.7 complainants, correspondents and enquirers.

16. PERSONAL INFORMATION PROCESSED BY JDA

- 16.1 Name, identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- 16.2 Biometric information;
- 16.3 Information relating to the education or the medical, financial, criminal or employment history of the data subject;
- 16.4 Information relating to the race, gender, marital status, national origin, age, disability, language and birth of the data subject;
- 16.5 Personal opinions, views or preferences of the data subject;
- 16.6 Confidential correspondence sent by the data subject; and
- 16.7 Credit rating or credit worthiness of the data subject.

17. SPECIAL CATEGORIES OF PERSONAL INFORMATION

- 17.1 The processing of special personal information is generally prohibited, however, JDA is allowed to process special personal information in the following circumstances:
 - 17.1.1 the data subject has granted JDA consent to process their special personal information;
 - 17.1.2 the processing is in compliance with a legal obligation;
 - 17.1.3 the processing is necessary for the purposes of carrying out the obligations and exercising specific rights in the field of employment and security;
 - 17.1.4 the processing is necessary to protect the vital interests of the data subject or another person where the data subject is physically or legally incapable of consenting; and
 - 17.1.5 the processing is necessary for the purposes of preventative or occupational medicine, for the assessment of the working capacity of employees.

17.1.6 the information has deliberately been made public by the data subject.

17.1.7 processing is for historical, statistical research purposes to the extent that:

the purpose serves a public interest and the processing is necessary for the purpose concerned or

it appears to be impossible or would involve a disproportionate effort to ask for consent.

18. SPECIAL CATEGORIES OF PERSONAL INFORMATION COLLECTED IN RESPECT OF EMPLOYEES

18.1 Race or ethnicity;

18.2 Criminal behaviour;

18.3 Trade union membership;

18.4 Medical records collected at the on-site medical centre, information about your health, including any medical condition; and

18.5 Biometric data.

19. ACCESS TO PERSONAL INFORMATION

All individuals and entities may request access, amendment, or deletion of their own Personal Information held by JDA. Any requests should be directed, on the prescribed forms (Annexure D), to the Deputy Information Officer.

20. THE JDA MAY SUPPLY PERSONAL INFORMATION TO THE FOLLOWING CATEGORIES OF RECIPIENTS

20.1 Such disclosures will only be processed in full compliance with relevant legislation, e.g., POPIA and the Constitution of the Republic of South Africa:

20.1.1 regulatory, statutory and government bodies;

20.1.2 suppliers, service providers, vendors, agents and representatives of the employees of the shareholders and other stakeholders;

20.1.3 third-party verification agencies and credit bureau;

20.1.4 collection agencies; and

20.1.5 banks and other financial institutions.

21. SECURITY MEASURES

21.1 JDA continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information in its possession or under its control is secure.

21.2 Through its ICT Policy and stringent security measures, JDA ensures that personal information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, or access by having regard to the requirements set out in POPIA.

21.3 JDA will carry out regular assessments to:

21.3.1 identify all reasonably foreseeable internal and external risks to personal information in its possession and control;

21.3.2 verify that safeguards are effectively implemented to secure personal information; and

21.3.3 where applicable, JDA updates its existing safeguards to maintain the security of the personal information in its possession and control.

22. RETENTION PERIODS FOR PERSONAL INFORMATION

22.1 In terms of the Protection of Personal Information Act, JDA is required to keep your personal data for no longer than is necessary for the purposes for which it is processed. After your personal data is no longer necessary for the purposes for which it was processed, it will be archived for the required retention period as contained in JDA's Records Management Policy and File Plan.

22.2 Once the retention period has expired, the personal information will be irreversibly destroyed. Any personal information submitted to JDA for marketing, subscription or service update notifications will be kept by the JDA until such time that you notify us that you no longer wish to receive this information.

23. UPDATING OF THE MANUAL

The Information Officer will attend to the updating of this manual on an annual basis.

Signed:



(Mr Themba Mathibe, Chief Executive Officer)

30 March 2026

ANNEXURE A

FORMAL REQUEST FOR ACCESS TO RECORDS



REQUEST FOR ACCESS TO RECORD

JOHANNESBURG DEVELOPMENT AGENCY

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

Circle whichever is applicable below

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

F E E S

- a) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE B

INFORMATION REGULATOR COMPLAINT FORM



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200

Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/infoReg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT (Mark with an "X")

Complainant Personally

Representative of Complainant

Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)	

PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		

PART B REPRESENTATIVE INFORMATION <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorisation)</i>			
Type of Body	Private		Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
PART D				
BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given (if any)				
PART E				
COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>			

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party

ANNEXURE C

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION



**OBJECTION TO THE PROCESSING OF PERSONAL
INFORMATION IN TERMS OF SECTION 11(3) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013
(ACT NO. 4 OF 2013)**

JOHANNESBURG DEVELOPMENT AGENCY

FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION, 2017**
[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number.....

A	DETAILS OF DATA SUBJECT	
Name and surname of data subject:		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		
B	DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party <i>(if the responsible party is a natural)</i> :		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>	

Signed at this day of **20**

.....

Signature of data subject (applicant)

ANNEXURE D

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION



**REQUEST FOR CORRECTION OR DELETION OF
PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF
PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

JOHANNESBURG DEVELOPMENT AGENCY

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number.... Mark

the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A		DETAILS OF THE DATA SUBJECT	
Surname:			
Full names:			
Identity number:			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			
B		DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural person):			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			

Signature of data subject (applicant)

.....