



**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
AND THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF
2013 FOR THE TISO FOUNDATION CHARITABLE TRUST AND
TISO SKILLS FUND PROPRIETARY LIMITED**

Updated August 2026

1 INTRODUCTION

- 1.1 This Manual is prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**") and the relevant provisions of the Protection of Personal Information Act 4 of 2013 ("**POPIA**"). PAIA gives effect to the right of access to information contained in section 32 of the Constitution of the Republic of South Africa, 1996, and promotes a culture of transparency, accountability and effective governance in public and private bodies by providing a framework within which requests for access to records may be made and considered.
- 1.2 PAIA requires private bodies to compile a manual as a guide to requesters of information. This Manual also serves to indicate the types of records held by the Tiso Foundation Charitable Trust, IT No 2962/02(T), and Tiso Skills Fund Proprietary Limited, and the availability of such records.
- 1.3 In addition, the manual explains how to access, or object to, or request correction or deletion of, personal information held by the Foundation, in terms of sections 23, 24 and 25 of the POPIA, and the Regulations Relating to the Protection of Personal Information, 2017 ("**POPIA Regulations**").
- 1.4 This manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requestors are advised to familiarise themselves with the provisions of PAIA and POPIA before making any requests to the Foundation in terms of these Acts. However, in terms of section 19 of PAIA, and Regulations 2 and 3 of the POPIA, the Foundation will provide such assistance as is required in completing the necessary forms, by parties applying for access to information or personal information.
- 1.5 The Foundation makes no representation and gives no undertaking or warranty that the information in this manual or any information provided by it to a requestor is complete or accurate, or that such information is fit for any purpose. All users of any such information use such information entirely at their own risk, and the Foundation will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this manual or of any information provided by the Foundation or from any error therein.

2 OVERVIEW OF THE FOUNDATION

The Tiso Foundation Charitable Trust ("**Foundation**") is a public benefit organisation established to undertake charitable, educational and developmental activities, including the provision of scholarships, bursaries, awards and related educational support programmes. The Foundation is registered as a trust under Trust Number IT 2962/02(T).

The Foundation, together with its donors, funders and partners, seeks to contribute financial and non-financial resources towards educational development and the support of historically disadvantaged youth in South Africa.

Tiso Skills Fund Proprietary Limited ("**Skills Fund**") is a wholly owned subsidiary of the Foundation. The Skills Fund provides skills development, implementation, quality assurance, administration and related services in support of skills development and related initiatives.

This Manual applies to the Tiso Foundation Charitable Trust and Tiso Skills Fund Proprietary Limited. Unless the context indicates otherwise, references in this Manual to the "Foundation" include both entities, where applicable. Requests for access to records relating to either entity must be submitted in accordance with this Manual.

3 INFORMATION OFFICER AND CONTACT DETAILS OF THE FOUNDATION

- 3.1 The Information Officer of the Foundation and Skills Fund is Michelle Kimmie, whose contact details are as follows:

Name	Contact details
Michelle Kimmie	Telephone no: 082 853 8296 Email: mkimmie@tiso.co.za or informationofficer@tiso.co.za

- 3.2 The contact details for the Head Office of the Foundation in South Africa are:

Physical address Head office	Bayport House 3 Alice Lane Sandton 2196
Postal address Head office	P.O.Box 32282 Braamfontein 2017

4 GUIDE ON HOW TO USE PAIA

- 4.1 In terms of section 10 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), the Information Regulator has published a Guide on how to use PAIA and the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 4.2 The Guide is available from the Information Regulator and may be accessed on the

Information Regulator's website at:

Website: <https://www.inforegulator.org.za/>

- 4.3 Any enquiries regarding PAIA, POPIA or the Guide may be directed to the Information Regulator at:

Information Regulator

Address:

Woodmead North Office Park
54 Maxwell Drive
Woodmead
Johannesburg
2191

Telephone: 010 023 5200

Toll Free: 0800 017 160

Email: enquiries@inforegulator.org.za

PAIA Complaints: PAIAComplaints@inforegulator.org.za

POPIA Complaints: POPIAComplaints@inforegulator.org.za

Website: www.inforegulator.org.za

5 NOTICE IN TERMS OF SECTION 51(1)(C)

- 5.1 At this stage, no notice has been submitted by the Foundation to the Information Regulator regarding categories of records that are automatically available without a person having to request access in terms of PAIA.
- 5.2 Records published on the Foundation's website are automatically available and may be accessed without a formal PAIA request. The Foundation's website address is <https://tisofoundation.co.za/>.

6 RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION IN TERMS OF SECTION 51(1)(D)

Records are kept in accordance with legislation as is applicable to the Foundation, which include (but may not be limited to) the following legislation –

- 6.1 Basic Conditions of Employment Act 75 of 1997;
- 6.2 Broad-Based Black Economic Empowerment Act 53 of 2003;
- 6.3 Companies Act 71 of 2008;
- 6.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 6.5 Employment Equity Act 55 of 1998;

- 6.6 Income Tax Act 58 of 1962;
- 6.7 Labour Relations Act 66 of 1995;
- 6.8 Occupational Health and Safety Act 85 of 1993;
- 6.9 Skills Development Act 9 of 1999;
- 6.10 Unemployment Insurance Act 63 of 2001;
- 6.11 Value Added Tax Act 89 of 1991;
- 6.12 Non-Profit Organisations Act 71 of 1997;
- 6.13 Promotion of Access to Information Act 2 of 2000;
- 6.14 Protection of Personal Information Act 4 of 2013;
- 6.15 Trust Property Control Act 57 of 1988;
- 6.16 Electronic Communications and Transactions Act 25 of 2002;
- 6.17 Cybercrimes Act 19 of 2020;
- 6.18 Tax Administration Act 28 of 2011;
- 6.19 Skills Development Levies Act 9 of 1999.

7 INFORMATION REQUIRED IN TERMS OF SECTION 51(1)

The following table contains a description of the types of records / subjects on which the Foundation holds and the categories of records held on each subject –

Subject	Description of record
Statutory records	• Registration documents • Trust documents and letters of authority • Minutes of trustee, board, committee and advisory board meetings • Records relating to the appointment of trustees, directors, officers, auditors and other representatives • CIPC submissions relating to Skills Fund, where applicable • NPO, PBO and related statutory registration records

Income tax	• Pay-as-you-earn (PAYE) records • Documents issued to employees for income tax purposes • Records of payments made to the South African Revenue Service on behalf of employees • Tax compliance records • Value Added Tax • Skills Development Levies • Unemployment Insurance Fund
Labour relations records	• Personnel documents and records • Employment contracts • Medical aid records • Pension Fund records • Disciplinary records • Salary records • Disciplinary code and / or procedures • Leave records • Training records • Training manuals • Address lists • Internal telephone lists • Policies and procedures
Finance/Accounting Records	• Receipts and payments • Bank statements • Budgets • Management accounts • Asset registers

	• Orders, quotes and invoices • Minutes of meetings • Correspondence • Financial statements • Insurance
Risk and compliance	• Contracts • Transaction Agreements • Policies and procedures • BEE verification documents • Intellectual Property
Donations and Fundraising Records	• Donor records • Donation records • Fundraising records • Section 18A records • Donor communications
Bursary, Scholarship and Programme Records	• Bursary records • Scholarship records • Beneficiary records • Programme participant records • Academic support records • Programme administration and reporting records
Skills Development Records	• Student records • Skills development funding records • B-BBEE skills development records • Programme administration records

8 PROCESSING OF PERSONAL INFORMATION

8.1 POPIA

8.1.1 Chapter 3 of POPIA provides for the minimum conditions for lawful processing of Personal Information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

8.1.2 The Foundation processes personal information in accordance with POPIA. The Foundation will ensure that all processing conditions of POPIA are complied with at the time of processing of personal information. The Foundation processes personal information of living persons.

8.2 Purpose for processing of personal information by the Foundation

The Foundation processes personal information for a number of reasons including, but not limited to, –

- 8.2.1 determine whether a student meets the selection and qualifying criteria for a bursary;
- 8.2.2 award the bursary to a student and conclude a contract in respect of the bursary;
- 8.2.3 provide a student with assistance during the duration of the bursary;
- 8.2.4 communicate with students and monitor and support their academic progress and development during their academic careers;
- 8.2.5 assist students to access career opportunities on completion of their studies;
- 8.2.6 reply to and resolve your queries, complaints or requests;
- 8.2.7 keep record of the bursaries awarded for analysis and reporting purposes to the Foundation and its donors/clients;
- 8.2.8 conduct background, credit and criminal screenings;
- 8.2.9 fulfil our legitimate interests as a bursary provider;
- 8.2.10 deliver our services as a bursary provider;
- 8.2.11 administer donations and issue donation receipts;
- 8.2.12 communicate with donors, funders and stakeholders;
- 8.2.13 administer skills development programmes;
- 8.2.14 manage website enquiries and website communications;
- 8.2.15 administer contractual relationships;

- 8.2.16 comply with legal, audit, tax, governance and regulatory obligations;
- 8.2.17 maintain records for governance, operational and reporting purposes.

8.3 Categories of data subjects

The Foundation processes personal information relating to the following categories of data subjects –

- 8.3.1 students;
- 8.3.2 trustees;
- 8.3.3 directors;
- 8.3.4 officers and representatives;
- 8.3.5 beneficiaries/dependants for employees;
- 8.3.6 employees and job applicants;
- 8.3.7 donors;
- 8.3.8 funders and partners;
- 8.3.9 service providers and contractors;
- 8.3.10 website users;
- 8.3.11 programme applicants and programme participants;
- 8.3.12 complainants and enquirers;
- 8.3.13 visitors to premises;
- 8.3.14 individuals captured by CCTV cameras; and
- 8.3.15 individuals who have an interest in the services of the Foundation.

8.4 Types of information (and special personal information) processed

The Foundation processes the following types of personal information, amongst others, –

- 8.4.1 name;
- 8.4.2 contact information;
- 8.4.3 nationality;
- 8.4.4 race;
- 8.4.5 gender;
- 8.4.6 educational/academic information (e.g. academic and progress reports from

your secondary and tertiary education institution; proof of provisional acceptance into an academic programme (if applicable));

- 8.4.7 date of birth;
- 8.4.8 identity documentation;
- 8.4.9 address information;
- 8.4.10 in the event that you are under 18 years of age, the identification and contact information of your parent/legal guardian;
- 8.4.11 details in relation to disabilities;
- 8.4.12 donor information;
- 8.4.13 donation and payment information;
- 8.4.14 programme participation information;
- 8.4.15 service provider information;
- 8.4.16 website enquiry information.

8.5 Disclosure of your personal information

- 8.5.1 The Foundation may disclose personal information to service providers, educational institutions, funders, donors, programme partners, payment service providers, auditors, legal advisers, regulatory authorities and other persons where such disclosure is necessary for the purpose for which the information was collected or is otherwise required or permitted by law.
- 8.5.2 Where the Foundation discloses your personal information to any third party, the latter will be obliged to use that personal information for the reasons and purposes it was disclosed for. To this end, we have agreements in place with these third parties to ensure this and to ensure an adequate level of security and confidentiality for your personal information.
- 8.5.3 The Foundation may be obliged to disclose your personal information where we have a duty to disclose in terms of law or where we believe it is necessary to protect our rights.

8.6 Trans-border/Cross border flows of personal information

Section 72 of POPIA provides that personal information may only be transferred out of the Republic of South Africa if certain conditions are satisfied. The Foundation will ensure that the conditions set out in section 72 of POPIA are complied with in respect of any cross-border transfers of personal information.

8.7 General description of information security measures

- 8.7.1 The Foundation takes reasonable and appropriate technical and organisational measures to ensure that personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration disclosure or access. We contractually require that service providers who handle your personal information for us do the same.
- 8.7.2 The Foundation, on a regular basis, reviews the security controls and related to processes to ensure that personal information is secure.

9 **HOW TO REQUEST ACCESS TO A RECORD**

- 9.1 To request access to a record in terms of PAIA, the requester must complete the prescribed Form 2: Request for Access to Record, attached to this Manual as Annexure A. The completed form, together with proof of identity and any supporting authority where the request is made on behalf of another person, must be submitted to the Information Officer using the contact details contained in this Manual.
- 9.2 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed **Form 1** (objection) or **Form 2** (correction or deletion), which are attached to this Manual as **Annexure B**.
- 9.3 The requestor must provide sufficient detail to enable the Information Officer to identify the record(s) requested and the requestor. The requestor must indicate which form of access is required, identify the right that he/she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 9.4 If the request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request, to the reasonable satisfaction of the Information Officer.
- 9.5 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will make a decision whether or not to grant a request for access to information.

10 **PAYMENT OF FEES**

- 10.1 PAIA permits certain fees to be charged in connection with requests for access to records, including request fees, access fees, reproduction fees, search and preparation fees, deposits and other prescribed fees where applicable.

- 10.2 The Foundation may require the requester to pay any fee, deposit or charge prescribed under PAIA and applicable regulations before processing a request or releasing a record where permitted by law.
- 10.3 If the search for and preparation of a requested record exceeds the prescribed number of hours, the Foundation may require payment of a deposit before proceeding with the request.
- 10.4 The fees applicable to requests made in terms of PAIA shall be the fees prescribed from time to time under PAIA and its regulations. The current prescribed fees may be obtained from the Information Regulator or accessed on its website.
- 10.5 In terms of POPIA, a data subject may request confirmation, free of charge, whether the Foundation holds personal information about that data subject.

11 APPLICABLE TIME-PERIODS

- 11.1 The Foundation will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 11.2 The 30-day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the Foundation or the records are not located at the Foundation.

12 OUTCOME OF THE REQUEST (GRANTING OR REFUSING)

Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of PAIA relied upon, and will notify the requester of the available remedies, including the right to lodge a complaint with the Information Regulator or an application to a court, where applicable.

13 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 13.1 In terms of sections 62 to 69 of PAIA, access to a record may be refused on one or more of the following grounds:
- 13.1.1 protection of privacy to a third party who is a natural person;
 - 13.1.2 protection of the commercial information of a third party;
 - 13.1.3 protection of certain confidential information of a third person;
 - 13.1.4 protection of the safety of individuals and the protection of property;
 - 13.1.5 protection of records privileged from production and legal proceedings;
 - 13.1.6 the commercial information of the Foundation;

13.1.7 the protection of research information of a third party.

13.2 Despite any provisions of PAIA, a request must be granted if the disclosure of the record would reveal evidence of substantial contravention of, or failure to comply with, the law or imminent and serious public safety or environment risk, and the public interest in the disclosure of the record clearly outweighs the harm contemplated (section 70 of PAIA).

14 REMEDIES FOR REFUSAL

Should a requester be dissatisfied with a decision of the Information Officer, the requester may lodge a complaint with the Information Regulator or apply to a court for appropriate relief in accordance with PAIA.

15 RELATED POLICIES

The Foundation maintains the following policies which are available on its website:

15.1 Privacy Policy;

15.2 Cookie Policy;

15.3 Terms of Use;

15.4 Donation Terms and Conditions.

This Manual should be read together with those policies where applicable.

16 AVAILABILITY OF THE MANUAL

This Manual is available on the Foundation's website and at the Foundation's principal place of business for inspection during normal business hours. A copy may also be made available to the Information Regulator upon request.

17 UPDATING OF THIS MANUAL

This manual will be reviewed and updated, if necessary, on a periodic basis but no less than once each year.

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

(Address)

E-mail address:

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Fax number:

--

Mark with an "X"

☐Request is made in my own name
person.☐

Request is made on behalf of another

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
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 <i>(Mark the applicable box with an "X")</i>	
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 <i>(Mark the applicable box with an "X")</i>	
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 <i>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.</i>	
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:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE B

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:	
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:	
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:	
Contact number(s):	
FAX number:	

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:

*Affidavits or other documentary evidence in support of the request must be attached.
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 DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
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:	

