



## **PAIA AND POPIA MANUAL**

**MANUAL PREPARED IN ACCORDANCE WITH SECTION  
14 OF THE PROMOTION OF ACCESS TO INFORMATION  
ACT NO. 2 OF 2000 (PAIA)  
AND TO ADDRESS THE REQUIREMENTS OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 2013  
("POPIA")**

**COMPILED ON 20 MARCH 2026**

**Approved by the School Governing Body on 23 April  
2026**

# Contents

1. OVERVIEW OF THE SCHOOL.....	3
2. CONTACT DETAILS.....	5
3. THE ACT AND SECTION 10 GUIDE.....	5
4. APPLICABLE LEGISLATION.....	6
6. FORM OF REQUEST .....	8
7. REQUEST FEES.....	8
8. OTHER INFORMATION CONCERNING THE PROMOTION OF ACCESS TO INFORMATION ACT...	8
9. PROCESSING OF PERSONAL INFORMATION .....	9
10. RIGHTS OF DATA SUBJECTS .....	11
11. GROUNDS FOR REFUSAL OF A REQUEST FOR ACCESS TO INFORMATION.....	11
12. REMEDIES AVAILABLE IF A REQUEST FOR INFORMATION IS REFUSED .....	11
14. APPROVAL AND ADOPTION.....	12
ANNEXURE A PRESCRIBED FORM FOR ACCESS TO RECORDS.....	13
ANNEXURE B PRESCRIBED FEES .....	15

## 1. OVERVIEW OF THE SCHOOL

### a) **Legal status**

Constantia Kloof Primary School, established in 1979, is a public school located in the Johannesburg West District (D12) of the Gauteng Province. In terms of the South African Schools Act, the school is a juristic person whose functions are described in the Act. The professional management of the school is performed by the Principal under the authority of the Head of Department of the Gauteng Provincial Department of Education.

### b) **Core functions of the school**

Distinguished by a longstanding reputation for excellence, Constantia Kloof Primary School serves as a premier institution dedicated to establishing a superior educational foundation. The school cultivates the growth of well-rounded learners through a holistic pedagogy, enriched by specialised curricula, an array of extra-curricular pursuits, and a faculty of deeply committed professionals.

At the heart of the school's ethos is the conviction that true education transcends the confines of the classroom. The institution is dedicated to nurturing not only intellectual prowess, but also the emotional, social, and physical vitality of every learner. By championing this philosophy, the school ensures that learners emerge with sharp critical thinking skills, high emotional intelligence, and a strong sense of social stewardship. These pillars of character, combined with a cultivated sense of adaptability, equip learners with the essential attributes required to flourish in secondary education and throughout their adult lives. This balanced approach creates a supportive, yet stimulating environment, where learners are empowered to realise their full potential, both academically and personally, providing them with the definitive tools to thrive in a global society.

### c) **Structure/organisation of the school**

The School Governing Body (SGB) is responsible for the governance, strategic direction, and financial management of the school, acting in the best interests of learners, staff, and the community. Key roles include adopting the constitution and mission statement, formulating policy (for example, admissions, language, code of conduct), recommending staff appointments, maintaining property, and managing school funds.

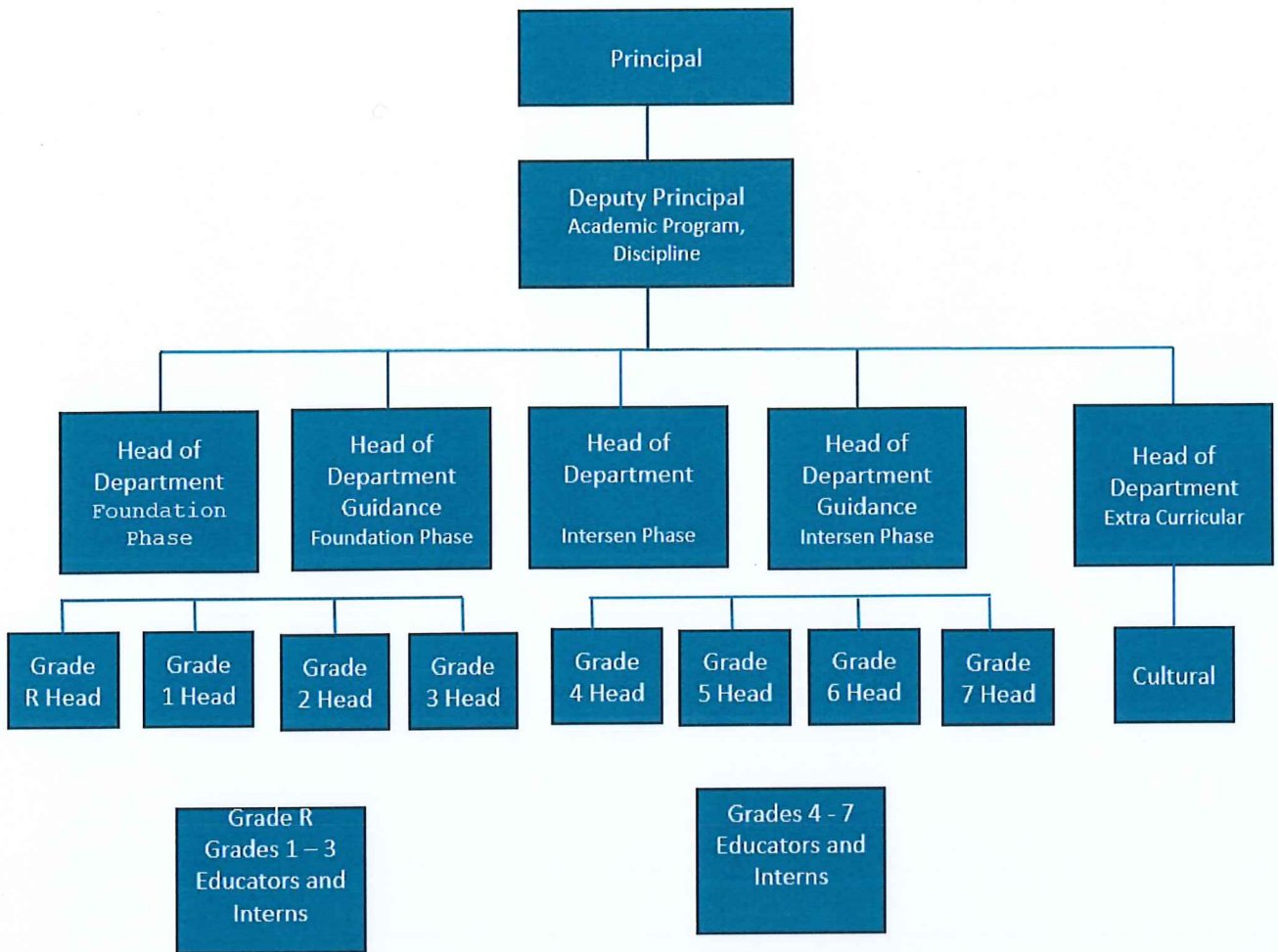
The role of the school Principal is a multifaceted leadership position, responsible for the overall operational and academic management of the school. The Principal is an ex officio member of the School Governing Body and acts as the bridge that turns SGB decisions into daily action.

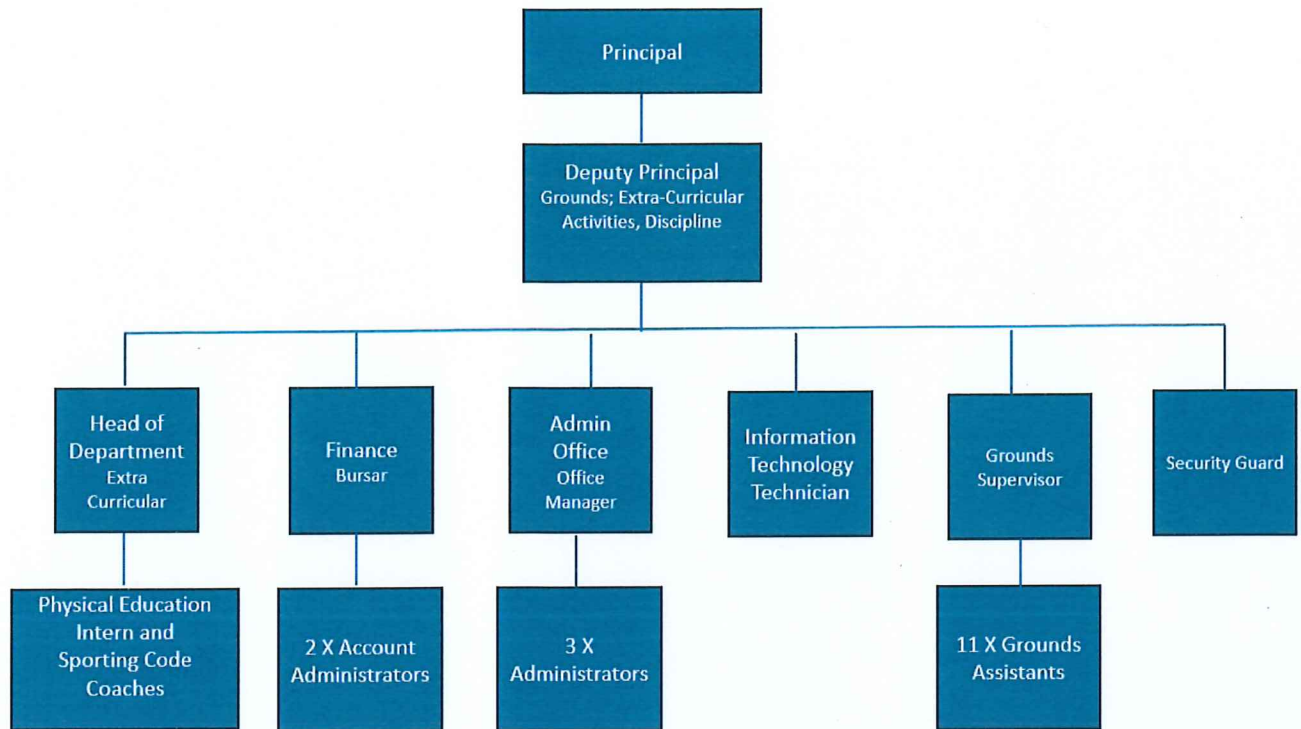
The Principal is supported by a well-established reporting structure, where the school has been divided in two areas of focus, each under the leadership of a Deputy Principal:

- Academic and Learner Support, including discipline.
- Grounds and Extra-Curricular Activities (also including discipline).

In turn, the academic program is divided in two phases:

- Foundation Phase – Grade R and Grades 1, 2 and 3.
- Intersen Phase – Grades 4, 5, 6 and 7.





d) The language of learning and teaching of the school is English.

## 2. CONTACT DETAILS (Section 51 (1) (a))

- a) **Name of school:** Constantia Kloof Primary School
- b) **Physical and postal address:** Liebenberg Street; Constantia Kloof Ext 1; 1709
- c) **Telephone numbers:** 011-475 1330/1
- d) **Website address:** ckps.co.za
- e) **Information Officer:**

Mrs Karen Bergsma

email address: [info@ckps.co.za](mailto:info@ckps.co.za)  
kbergsma@ckps.co.za

- f) **Deputy Information Officer**

Mrs Janine Fleetwood

email address: [info@ckps.co.za](mailto:info@ckps.co.za)  
jfleetwood@ckps.co.za

## 3. THE ACT AND SECTION 10 GUIDE

In terms of section 14(1)(c) of the Protection of Personal Information Act 4 of 2013 (PAIA), please note that the South African Human Rights Commission has compiled a guide as required by section 10 of PAIA, and to which this manual must refer. The guide is available on the website of the Human Rights Commission <http://www.sahrc.org.za>.

A hard copy of the guide is also available at the school, and an electronic version on the

website of the school, at ckps.co.za.

A printed copy may also be directly obtained from:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Telephone: +27 11 484 8300

Fax: +27 11 484 1360

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

Email: PAIA@sahrc.org.za

#### 4. APPLICABLE LEGISLATION

Records are kept in accordance with such other legislation as is applicable to public schools which includes but is not limited to, the following legislation:

- Basic Conditions of Employment Act 75 of 1997
- Compensation of Occupational Injuries & Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Constitution of the Republic of South Africa 108 of 1996
- Copyright Act no. 98 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Intellectual Property Laws Amendment Act 38 of 1997
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Compensation of Occupational Injuries & Diseases Act 130 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Skills Development Levies Act 9 of 1999
- South African Schools Act 84 of 1996, as amended
- Unemployment Insurance Act 30 of 1966
- Unemployment Contributions Act 4 of 2002
- Gauteng School Education Act 6 of 1995

#### 5. SCHEDULE OF RECORDS - Most records are not automatically available. Those that are, are generally placed on the school website.

	Operational area	Subject	Availability
a)	Governance	Constitution of the SGB Minutes of meetings Minutes of SBG committees Details of members of the School Governing Body	On the website Available on request Available on request Available on request
b)	Finance	Annual audited financial statements Monthly management accounts Invoices Credit notes Receipts Payment schedules PAYE, SDL, UIF reports	Available on request Available on request Available on request Available on request Available on request Available on request Available on request

	Operational area	Subject	Availability
		Insurance policies and claims Petty cash book School fees Applications for exemption from payment of school fees Software licences Assets register Tender documents Supplier contracts	Available on request Available on request Available on request Available on request Available on request Available on request Available on request Available on request
c)	School policies	All policies	Freely available and on the website
d)	Learners' academic and extra-curricular activities records, disciplinary records	Quarterly progress report  Annual promotion schedules Academic awards Sports awards Culture awards Other awards Learners' personal files (profiles)	Available on request but learners who require their own records may make verbal applications. As above As above As above As above As above As above
e)	Personnel records	Contracts of employment Personal files Discipline register Staff meeting minutes Attendance register Workman's Compensation claims Appraisals Applications and interview materials	Employees who require their own records may make verbal requests. Available on request Available on request Available on request Available on request Available for only six months after the appointment process
f)	Statutory compliance	PAIA Manual  Skills Development Plan	Hard copy in reception office, Media Centre and on website Available on request
g)	Data base of parents and learners	Application forms and updates Admission register	Available on request Available on request
h)	Safety	Safety committee members' details Incident register Accident register Safety reports	Available on request Available on request Available on request Available on request
i)	Professional management	Circulars and instructions from the Gauteng Department of Education Official school logbook Copies of all examination question papers and accompanying memoranda School timetable Class registers	Available on request Available on request Available on request Available on request Available on request
j)	News	Newsletters Special letters to parents D6 electronic communicator	Available on request Available on request Available on request
k)	Historical records	Buildings and grounds plans and developments	Available on request

## 6. FORM OF REQUEST

- a) The requester of information must comply with all the procedural requirements contained in the Act relating to the request for access to a record. In this regard:
  - i. The requester must use the prescribed form to make the request for access to a record. For ease of reference this prescribed form is attached (Annexure A) to this manual.
  - ii. The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should further also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
  - iii. The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
  - iv. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- b) Constantia Kloof Primary School will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time period cannot be complied with.
- c) The requester shall be informed whether access is granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he/she must state the manner and the particulars so required.
- d) Requests for information which are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources will be refused.

## 7. REQUEST FEES

- a) A requester who seeks access to a record containing personal information about him/herself (the requester) is not required to pay a request fee.
- b) Every other requester, who is not a personal requester, must pay the prescribed request fee:
  - i. The Information Officer must notify the requester (other than a personal requester) to pay the prescribed fee (if any) before further processing the request.
  - ii. The fee that the requester is required to pay is R35. The requester may lodge an application to the court against the tender or payment of the request fee.
  - iii. After the Information Officer has made a decision on the request, the requester must be notified in the prescribed format.
  - iv. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for the time spent that has exceeded the prescribed hours to search and prepare the records for disclosure.
  - v. Records may be withheld until the access fee has been paid.
- c) The fee structure is available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za). (See Annexure B.)

## 8. ANY OTHER INFORMATION CONCERNING THE PROMOTION OF ACCESS TO INFORMATION ACT

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1 Purpose of processing

Constantia Kloof Primary School uses the personal information under its care in the following ways:

- a) to process learner enrolments,
- b) to provide learners with appropriate education and support,
- c) to monitor learners' academic progress,
- d) to care for the health and well-being of staff and learners,
- e) for administration of enrolment, class placements, granting awards and bursaries,
- f) for administration of matters concerning parents, including fees, exemption applications, insurance claims, school SGB elections voters' roll, communication,
- g) for administration of matters concerning staff,
- h) to process appeals, resolve disputes, and defend litigation etc.,
- i) for the conducting of disciplinary processes of learners and staff,
- j) to comply with our legal obligations as a public school in terms of the South African Schools Act of 1996 and any provincial education law,
- k) to comply with our monitoring and reporting obligations to National and Provincial Government departments in terms of the South African Schools Act of 1996, and
- l) to comply with any law or order of court.

### 9.2 Categories of data subjects and their personal information

- a) Constantia Kloof Primary School possesses records relating to learners, parents, guardians, staff, suppliers, School Governing Body members, committee members and contractors.
- b) Data has been collected from the data subject directly or in the case of children from the responsible adult.

<b>Data subject category</b>	<b>Personal information processed</b>
<b>Children/learners</b>	Names; date of birth; ID/passport number/permit number; contact details: telephone numbers (if available), physical and postal address, email address; nationality; gender; academic record; extra-curricular activities record; awards record; well-being; disciplinary action record; confidential correspondence; confidential counselling record; contact details of emergency contact person; head and shoulders photograph.
<b>Parents/guardians/care-givers of learners/SGB members</b>	Names; date of birth; ID/passport number/permit number; marital status; contact details: telephone numbers, physical and postal address, email address; nationality; financial records; confidential correspondence.
<b>Employees</b>	Names; date of birth; age; ID/passport number/permit number; contact details: telephone numbers (if available), physical and postal address, email address; nationality; gender; marital status, ethnicity; home language; education information - copy of qualifications, curriculum vitae; employment application form; employment contract; financial information: tax number, remuneration details, medical aid number and subsidy, retirement fund number and contribution, other authorised deductions, garnishee orders, disciplinary action record; vetting records, copy of professional council registration certificate (if applicable); confidential correspondence; contact details of emergency contact person; well-being.
<b>Suppliers/contractors (natural persons)</b>	Names; date of birth; ID/passport number/permit number; nationality; tax-related information, contact details: telephone numbers, physical and postal address, email address; names of

	authorised signatories; nationality; contract to supply/perform a service; confidential correspondence.
<b>Suppliers/contractors/entities (juristic persons)</b>	Legal name of the entity; Registration number; tax-related information; Names of the contact person/s; contact details: telephone numbers, physical and postal address, email address; contract to supply/perform a service; confidential correspondence.

### 9.3 Categories of recipients for processing the personal information

- a) Constantia Kloof Primary School processes information by providing access to the information required by law and in terms of instructions from the national or provincial education departments.
- b) Employees delegated with the task of processing information have access to personal information.
- c) The school may supply personal information of adults to service providers in order to carry out essential functions such as compiling an electronic voters' roll and setting voting procedures, for fee collection, and for staff disciplinary processes.
- d) The school may supply information to third parties to exercise the rights of a parent, staff member or learner such as for the purposes of an insurance claim.
- e) Personal information and any special personal information or children's information may be provided to third parties for other purposes, including research where the persons have not been de-identified, with the specific consent of the data subject/s concerned.

### 9.4 General description of information security measures

- a) Constantia Kloof Primary School continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information which may be in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements specified in law and generally accepted information security practices and procedures.
- b) Constantia Kloof Primary School employs up to date technology to ensure the confidentiality, integrity and availability of the personal information under its care. Measures include:
  - i. physical security – alarms and storage in safes
  - ii. secure set up of hardware and software making up the IT infrastructure, including firewalls,
  - iii. virus protection software and update protocols,
  - iv. secure access control,
  - v. non-disclosure agreements for all persons with access to personal information including staff and SGB members,
  - vi. third party suppliers/service providers given access to personal information for the exercise of their service to the school are contracted to implement security controls,
  - vii. monitoring access and usage, and
  - viii. investigating and reacting to security incidents.

### 9.5 Transfer of personal information to another country or international organisation

Constantia Kloof Primary School does not transfer information to another country or international organisation except on the specific instruction of the data subject or the responsible adult on behalf of the data subject.

### 9.6 How long is personal information held by Constantia Kloof Primary School?

- a) Personal information is kept for as long as it is needed to comply with the administration needs of the school, requirements of the provincial and national departments of education and any applicable law.

- b) Certain personal information of learners such as learner annual promotion schedules is retained for as long as it is in the interests of the data subjects to retain it.
- c) Employee personal files, excluding disciplinary records and associated matters, are destroyed after three years unless the employee requests that the school retain their information.
- d) Disciplinary records are retained indefinitely. Learner disciplinary records are included in the Learner Profile that is shared with the relevant high school at the end of their Grade 7 year.

## **9.7 Automated Decision Making**

Constantia Kloof Primary School does not use Automated Decision Making in connection with any personal data.

## **10. RIGHTS OF DATA SUBJECTS**

Data subjects have the following legal rights that can be exercised at any time:

- a) Right to complain to the Office of the Information Regulator.  
JD House, 27 Stiemens Street, Braamfontein, Johannesburg 2001;  
Email: complaints.IR@justice.gov.za
- b) Right of access to their personal information.
- c) Right to rectification of any personal information that is not accurate.
- d) Right to object to processing of their personal information.

## **11. GROUNDS FOR REFUSAL OF A REQUEST FOR ACCESS TO INFORMATION**

The Information Officer or Deputy may refuse a request for information for the following reasons:

- a) where the disclosure would amount to an unreasonable disclosure of personal information,
- b) where the disclosure would amount to disclosure of the trade secrets of a third party,
- c) where such information was supplied in confidence by a third party,
- d) where the disclosure would breach the duty of confidence owed to a third party,
- e) where the disclosure would endanger the life or physical safety of an individual,
- f) if the disclosure is prohibited under the Criminal Procedure Act,
- g) if the disclosure is privileged under legal proceedings or research conducted by or on behalf of a third party,
- h) where the disclosure would compromise the investigation where proceedings are pending; and
- i) where the request is frivolous or vexatious.

## **12. REMEDIES AVAILABLE IF A REQUEST FOR INFORMATION IS REFUSED**

### **12.1 Internal remedies**

A requester for information who is not satisfied with the decision of the Information Officer or Deputy pertaining may appeal, within 30 days of notice of the decision, to the Chairperson of the School Governing Body who may review the decision in consultation with the Principal and the Information Officer. Thereafter the decision of the SGB Chairperson is final.

### **12.2 External remedies**

A requester who is dissatisfied with the refusal to disclose information by the SGB Chairperson/Information Officer/Deputy Information Officer, may within 180 days of notification of the decision, apply to the Head of Department for Education and/or MEC for Education and thereafter a court of law.

### 13. AVAILABILITY

- a) This PAIA and POPIA Manual is available in hard copy in the Reception and Finance Offices.
- b) This Manual is published on the school website.
- c) The Manual can be accessed from the Human Rights Commission.

### 14. APPROVAL AND ADOPTION

This PAIA and POPIA Manual was approved and adopted by the Constantia Kloof Primary School Governing Body on 23 April 2026.

#### SIGNED:

CHAIRPERSON: *[Signature]* DATE: 23/04/2026

PRINCIPAL: *K Bergsma* DATE: 2026-04-23

SECRETARY: *J muts* DATE: 2026-04-23

#### POLICY REGISTER DETAILS

TITLE OF POLICY	PAIA and POPIA Manual
POLICY NUMBER	032026 V.1
DATE APPROVED BY SGB	23 April 2026
EFFECTIVE DATE	24 April 2026
EXPIRY DATE	This PAIA and POPIA Manual remains in force until amended or replaced <u>and</u> approved by the SGB.
REVIEW DATE	
AMENDMENT HISTORY	

ANNEXURE A PRESCRIBED FORM FOR ACCESS TO RECORDS

REQUEST FOR INFORMATION FROM CONSTANTIA KLOOF PRIMARY SCHOOL IN TERMS OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT



(Section 18 (1) of the Promotion of Access to Information Act, 2000) (Regulation 6)

FOR OFFICE USE ONLY

Reference number: \_\_\_\_\_ Request received by: \_\_\_\_\_ on (date) \_\_\_\_\_

Request fee (if any): \_\_\_\_\_ Deposit (if any): \_\_\_\_\_ Access Fee: \_\_\_\_\_

Signature of Information Officer: \_\_\_\_\_

1. Particulars of the person to whom this request must be sent:

Mrs Karen Bergsma [info@ckps.co.za](mailto:info@ckps.co.za)  
kbergsma@ckps.co.za

Mrs Janine Fleetwood [info@ckps.co.za](mailto:info@ckps.co.za)  
jfleetwood@ckps.co.za

2. Particulars of person requesting access to information:

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Telephone numbers: \_\_\_\_\_

Postal address: \_\_\_\_\_

**Request on behalf of another person:**

If the request is made on behalf of another person, please indicate the capacity in which you are making this request:

\_\_\_\_\_

AND

Please complete the following details:

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Postal address: \_\_\_\_\_

**3. Particulars of request (basic reference information):**

Please provide full particulars of the information to which access is requested, including a reference number, date or some other identifying aspect, so as to enable the records to be located. (If the space provided is inadequate, please attach a separate page to this form.)

\_\_\_\_\_  
\_\_\_\_\_

**4. Description of information (further description of the particular contents required if necessary):**

\_\_\_\_\_  
\_\_\_\_\_

**5. Format:**

Please note that information can be provided only in one of the following formats: please indicate in which format you would like it forwarded to you:

- Printed copy       E-mailed copy

Please note further that Constantia Kloof Primary School's records are all stored only in English.

**6. Notice of decision:**

You will be notified by e-mail whether your request has been approved or not. If you wish to be informed in another manner, please specify the manner, and provide the necessary particulars to enable compliance with your request.

\_\_\_\_\_

**7. Signatures:**

Signature of requester: \_\_\_\_\_

Signature of person on whose behalf request was made (if applicable): \_\_\_\_\_

Date submitted: \_\_\_\_\_

## ANNEXURE B PRESCRIBED FEES



### FEES FOR RECORDS OF PUBLIC BODY

The “request fee” payable by every requester, other than a personal requester referred to in section 22(1) of the Act, is **R35**.

It is important to note that all PAIA-related, non-personal requests require this non-refundable fee, and failure to pay can result in the request not being processed.

The “access fees” referred to in section 22(7) of the Act (unless the requester is exempted under section 22(8)) and “fees for reproduction” referred to in section 15(3) of the Act, are as follows:

#### Amount

1. for every photocopy of an A4-size page or part thereof : **R0,60**
2. for every printed copy of an A4-size page or part thereof : **R0,40**
3. held in electronic form:
  - o for transcription of visual images, for an A4-size or part thereof : **R22**
  - o for a copy of visual images : **R60**
  - o for a transcription of an audio record, for an A4-size page or part thereof : **R12**
  - o for a copy of an audio record : **R17**
4. Search/Preparation Fee: **R15** per hour (after the first hour)
5. The actual postal fee is payable when a copy of a record must be posted to a requester.