

PAIA MANUAL

**Prepared in terms of section 14 of the Promotion of Access
to Information Act 2 of 2000 (as amended)**

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“access fee”** a fee prescribed for the purpose of Section 22(6) or 54(6), as the case may be
- 1.2 **“court”** means –
- (a) The constitutional Court acting in terms of Section 167(6)(a) of the Constitution of the Republic of South Africa, 1996; or
 - (b) (i) a High Court or another court of similar status; or
(ii) a Magistrate’s Court, either generally or in respect of a specified class of decisions in terms of PAIA, designated by the Minister, by notice in the Gazette and presided over by a magistrate or an additional magistrate designated in terms of section 91A of PAIA, within the area of jurisdiction -
 - (aa) the decision of the Information Officer or relevant authority of a public body or the head of a private body has been taken;
 - (bb) the public body concerned has its principal place of administration or business; or
 - (cc) the requester or third party is domiciled or ordinary resident;
- 1.3 **“data subject”** the person to whom personal information relates;
- 1.4 **“Department”** Eastern Cape Department of Economic Development, Environmental Affairs and Tourism
- 1.5 **“DIO”** Deputy Information Officer
- 1.6 **“Guide”** Information Regulator’s Guide to PAIA
- 1.7 **“IO”** Information Officer
- 1.8 **“Manual”** Eastern Cape Department of Economic Development, Environmental Affairs and Tourism’s PAIA Manual

- 1.9 **“DEDEAT”** Department of Economic Development, Environmental Affairs and Tourism
- 1.10 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000
- 1.11 **“person”** A natural or juristic person;
- 1.12 **“personal requester”** A requester seeking access to a record containing personal information about the requester;
- 1.13 **“Personal information”** Information relating to an identifiable natural person as set out in section 1 of PAIA
- 1.14 **“PFMA”** Public Finance Management Act No.1 of 1999
- 1.15 **“POPIA”** The Protection of Personal Information Act No.4 of 2013
- 1.16 **“POPIA Regulations”** The regulations for the protection of personal information issued in terms of Section 122(2) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013);
- 1.17 **“private body”**
- (a) A natural person who carries or has carried on any trade, business or profession, but only in such capacity;
 - (b) a partnership which carries or has carried on any trade, business or profession;
 - (c) any former or existing juristic body, but excludes a public body
- 1.18 **“public body”**
- (a) any department of state or administration of the national or provincial sphere of government or any municipality in the local sphere; or
 - (b) any functionary or institution when –
 - (i) exercising a power or performing a duty in terms of the Constitution; or
 - (ii) exercising a public power or performing a public function in terms of any other legislation
- 1.19 **“record”** any recorded information –
- (a) regardless of the form or medium
 - (b) in the possession or under the control of that public or private body respectively; and
 - (c) whether or not it was created by that public or private body, respectively;
- 1.20 **“Regulator”** Information Regulator established in terms of Section 39 of the Protection of Personal Information Act;
- 1.21 **“Requester”**
- (a) Any person (other than a public body contemplated in paragraph (a) or (b) of the definition of “public body, or an official thereof) making a request for access to a record of that public body; or
 - (b) a person acting on behalf of the person referred to in subparagraph (a)

1.22 **“third party”** Any person (including, but not limited, to government of a foreign state, an international organisation or an organ of that government or organisation) other than-

- (a) the requester concerned; and
- (b) a public body

1.23 **“working days”** Any days other than Saturdays, Sundays or public holidays, as defined in Section 1 of the Public Holidays Act, 1994 (Act No. 36 of 1994)

2. PURPOSE OF THE MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at the DEDEAT, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the DEDEAT;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from DEDEAT regarding requests for access to the records, before approaching the Regulator or the Courts;
- 2.5 know the description of the services available to members of the public from the DEDEAT, and how to gain access to those services;
- 2.6 have a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 know if DEDEAT will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if DEDEAT has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 know whether DEDEAT has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 ESTABLISHMENT OF DEDEAT

DEDEAT derives its constitutional mandate from Schedules 4 and 5 of the Constitution of the Republic of South Africa, 1996. The applicable Schedule 4 functional areas mainly in part A includes Administration of casinos, racing, gambling and wagering, excluding lotteries and sports pools: consumer protection, environment, industrial promotion, nature conservation,

excluding national parks, national botanical gardens and marine resources, pollution control, provincial public enterprises in respect of the functional areas of Schedule 4, regional planning and development, tourism, trade, urban and rural development. The applicable Schedule 5 functional areas are mainly on liquor licensing, and provincial planning.

DEDEAT derives its legislative mandates from a raft of national and provincial legislation, as well as policy specifications of nine national departments, viz, Department of Trade, Industry & Competition (dtic), Forestry, Fisheries and Environment (DFFE), National Department of Tourism (NDT), Mineral Resources and Energy (DMRE), Public Enterprises (DPE), Small Business Development (DSBD), Science and Innovation(DSI), and to some extent Communications and Digital Technologies (CDT).

VISION

By 2030, the Province will have a growing, transformed, diversified and inclusive green economy in a sustainable environment

MISSION

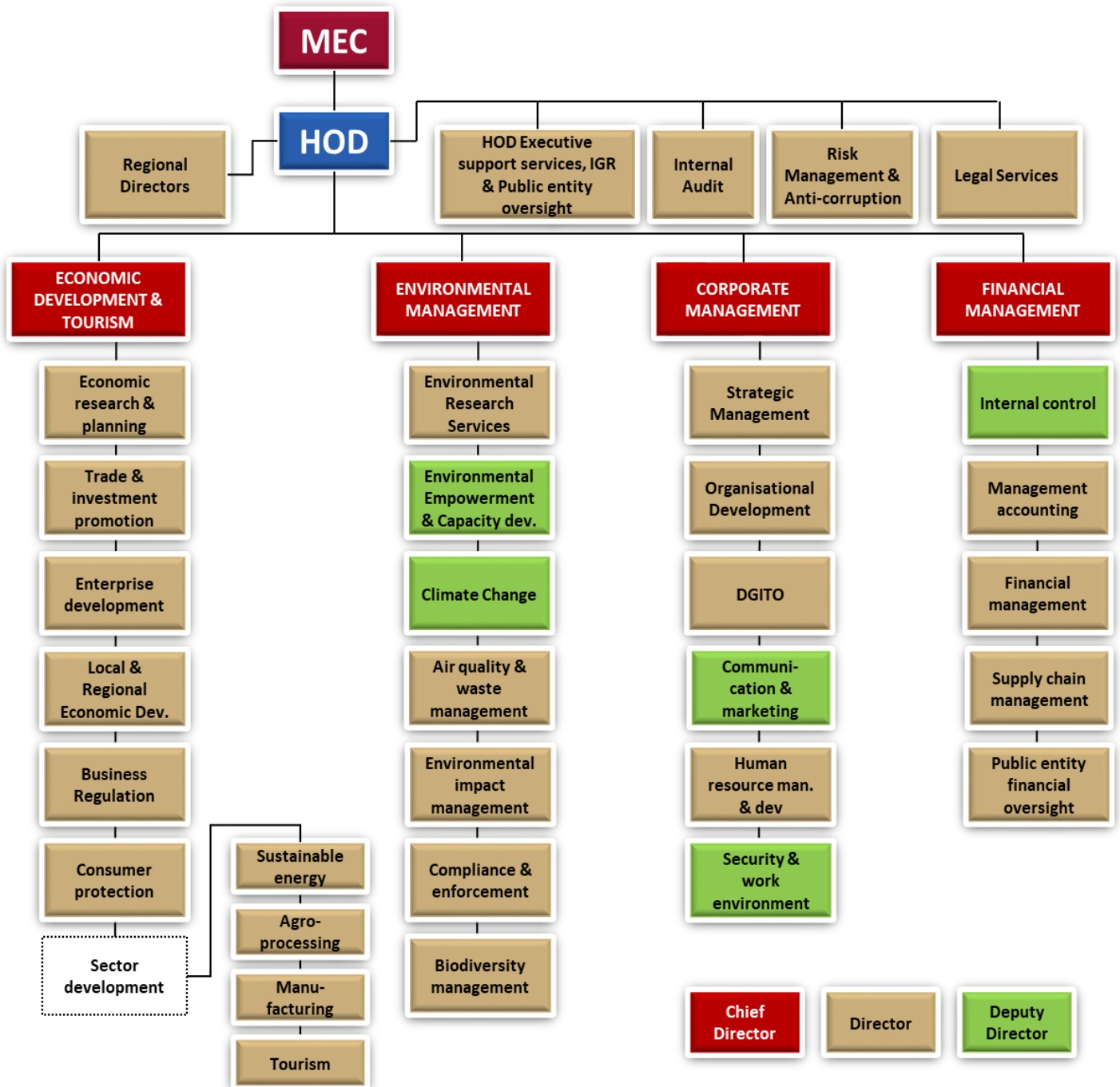
A provincial catalyst for sustainable and inclusive economic development that promotes sound environmental management.

VALUES

Value	What it means to DEDEAT
Collaboration	✓ We will collaborate at all levels of the organisational hierarchy and external stakeholders
Innovation	✓ We will pursue innovative and creative ideas to boost economic growth
Accountability	✓ We will provide sufficient and timeous feedback on our work to internal and external stakeholders
Leadership	✓ We will provide strategic direction to ensure economic growth and sustainable development.

4. STRUCTURE OF DEDEAT AND ITS FUNCTIONS

4.1 The Department is structured into three programmes to fulfil its mandate as outlined above



5. CONTACT DETAILS OF DEDEAT

HEAD OFFICE	
Postal Address	Eastern Cape Department of Environmental Affairs and Tourism Private Bag X0056 Bhisho 5605 Eastern Cape
Physical Address	Eastern Cape Department of Environmental Affairs and Tourism Erf 5000, Corner of Independence Drive and Circular Drive, Bhisho, 5605 Eastern Cape
Office of the HoD Mrs. Mickey Mama Head of Department Ms. Fezeka Boyi Personal Assistant: Head of Department	Cell: 078 003 7598 Email: fezeka.boyi@dedea.gov.za
Website	https://www.dedea.gov.za

6. KEY CONTACT DETAILS –

INFORMATION OFFICER	CONTACT DETAILS
<p>Mrs. Mickey Mama Head of Department Department of Economic Development, Environmental Affairs and Tourism</p>	<p>Department of Economic Development, Environmental Affairs and Tourism Alderwood House, Palm Square Office Park, Bonza Bay Road, Beacon Bay, East London</p> <p>Tel: (043) 605-7004 Email: Mickey.mama@dedea.gov.za Email: Fezeka.Boyi@dedea.gov.za Email: Ronel.debruin@dedea.gov.za</p>
DEPUTY INFORMATION OFFICER	CONTACT DETAILS
<p>Ms. Ronel de Bruin Director: Legal Services Department of Economic Development, Environmental Affairs and Tourism</p>	<p>Department of Economic Development, Environmental Affairs and Tourism Alderwood House, Palm Square Office Park, Bonza Bay Road, Beacon Bay, East London</p> <p>Tel: 060 564 5370 Email: Ronel.debruin@dedea.gov.za</p>
PROGRAMME / UNIT	CONTACT DETAILS
<p>ENVIRONMENTAL MANAGEMENT All requests for information relating to: -</p> <ul style="list-style-type: none"> • Environmental Research Services • Environmental Empowerment & Capacity Development • Climate Change • Air Quality and Waste Management • Environmental Impact Management • Compliance and Enforcement • Biodiversity Management • Permitting • Air Quality Management • Environmental Authorisations • Appeals • Waste Management 	<p>Department of Economic Development, Environmental Affairs and Tourism Erf 5000, Corner of Independence Drive and Circular Drive, Bhisho</p> <p>Email: Environmentalaffairs@dedea.gov.za , and Mickey.Mama@dedea.gov.za and Fezeka.Boyi@dedea.gov.za and Ronel.debruin@dedea.gov.za</p>

<p>ECONOMIC DEVELOPMENT AND TOURISM</p> <p>All requests for information / documents relating to:</p> <ul style="list-style-type: none"> • Economic Research and Planning • Trade and Investment Promotion • Enterprise Development • Local and Regional Economic Development (LRED) • Business Regulations • Consumer Protection • Sector Development <ul style="list-style-type: none"> ○ Sustainable Energy ○ Agro-processing ○ Manufacturing ○ Tourism 	<p>Department of Economic Development, Environmental Affairs and Tourism</p> <p>Erf 5000, Corner of Independence Drive and Circular Drive, Bhisho</p> <p>Tel: 078 003 7598</p> <p>Email: EconomicDevelopment@dedea.gov.za</p> <p>and</p> <p>Mickey.Mama@dedea.gov.za</p> <p>and</p> <p>Fezeka.Boyi@dedea.gov.za</p> <p>and</p> <p>Ronel.debruin@dedea.gov.za</p>
<p>FINANCIAL MANAGEMENT</p> <p>All requests for information / documents relating to:</p> <ul style="list-style-type: none"> • Internal Control • Management Accounting • Financial Management • Supply Chain Management • Public Entity Financial Oversight • Intergovernmental Relations 	<p>Department of Economic Development, Environmental Affairs and Tourism</p> <p>1st Floor, Chungwa House, Bhisho Central, Bhisho</p> <p>Email: FinancialManagement@dedea.gov.za</p> <p>and</p> <p>Mickey.Mama@dedea.gov.za</p> <p>and</p> <p>Fezeka.Boyi@dedea.gov.za</p> <p>and</p> <p>Ronel.debruin@dedea.gov.za</p>
<p>OFFICE OF THE HoD</p> <p>All requests for information / documents relating to:</p> <ul style="list-style-type: none"> • Internal audit • Risk Management and Corruption • Legal Services 	<p>Department of Economic Development, Environmental Affairs and Tourism</p> <p>Erf 5000, Corner of Independence Drive and Circular Drive, Bhisho</p> <p>Email: FMadministration@dedea.gov.za</p> <p>and</p> <p>Mickey.Mama@dedea.gov.za</p> <p>and</p> <p>Fezeka.Boyi@dedea.gov.za</p> <p>and</p> <p>Ronel.debruin@dedea.gov.za</p>

<p>CORPORATE MANAGEMENT</p> <p>All requests for information / documents relating to:</p> <ul style="list-style-type: none"> • Strategic Management • Organisational Development • DGITO • Communication and Marketing • Human Resource Management • Security and Work Environment 	<p>Department of Economic Development, Environmental Affairs and Tourism Erf 5000, Corner of Independence Drive and Circular Drive, Bhisho</p> <p>Email: CorporateManagement@dedea.gov.za and Mickey.Mama@dedea.gov.za and Fezeka.Boyi@dedea.gov.za and Ronel.debruin@dedea.gov.za</p>
<p>LEGAL SERVICES</p> <p>Ms. Ronel de Bruin Director: Legal Services Department of Economic Development, Environmental Affairs and Tourism</p>	<p>Department of Economic Development, Environmental Affairs and Tourism Alderwood House, Palm Square Office Park, Bonza Bay Road, Beacon Bay, East London</p> <p>Tel: 060 564 5370 Email: Ronel.debruin@dedea.gov.za</p>

- 6.1 Requests must be hand delivered or emailed to the Deputy Information Officer for the various programmes of DEDEAT, (as indicated above) who has been delegated by the Information Officer of the Department, to attend to all requests on behalf of DEDEAT.
- 6.2 Requesters are encouraged to forward requests for information by way of email where practically possible. When the postal services are utilised, it is imperative that registered mail be used. It is essential that the proof of registered mail must be retained and provided upon request.
- 6.3 When letters are hand delivered, please ensure that the letters are stamped and signed at DEDEAT as proof of delivery and date thereof.

7. HOW TO MAKE A REQUEST FOR ACCESS TO INFORMATION

7.1 The procedure

- 7.1.1 A requester must fill out **Form 2** and submit it, duly completed, to the relevant Information Officer and Deputy Information Officer at the address provided in paragraph 6 above to enable a response to the requester

- 7.1.2 The Information Officer must assist a requester if a requester needs assistance with the process or with completing the forms, including illiterate or disabled requesters.
- 7.1.3 The form submitted to the Information Officer must contain all relevant information to enable the Information Officer to identify the specific information requested.
- 7.1.4 The requester must also indicate whether he/she wants to secure a copy of the record, to peruse the record at the office of DEDEAT or, alternatively, to secure the record in another form in which it exists
- 7.1.5 The request must not be for records which are subject to the refusal grounds as provided for under Chapter 4 of PAIA.
- 7.1.6 If, for practical reasons, access cannot be given in a required form but in another form, the fee must be calculated according to the way that the requester first asked for it.
- 7.1.7 The requester must indicate how he or she wishes to be informed of the decision by the Information Officer regarding the request for information in a particular manner (i.e. post, electronic mail) and must therefore provide the necessary details to be so informed. Please see important notes in respect of use of postal communication in paragraph 6 above as it is critical to receipt and processing of the requests
- 7.1.8 If a requester asks for the information on behalf of somebody else, the capacity and proof of authority in which the request is being made must be indicated to the reasonable satisfaction of the Information Officer, and such mandate should be in writing and duly signed
- 7.1.9 The Information Officer or his/her delegated Deputy Information Officer must make a decision within 30 days after receiving a request and notify the requester of the decision.
- 7.1.10 The Information Officer or his/her delegated Deputy Information Officer may extend the period of 30 days once for a further period of not more than 30 days. DEDEAT must notify the requester of such extension and the reasons therefore.

7.2 Required Attachments:

A requester must be given access to records of DEDEAT if that request complies with **all the procedural requirements**, provided that access to that record is not refused on any of the grounds as provided in Chapter 4 of PAIA. The following documents are required to be submitted to the Deputy Information Officer for a request in terms of PAIA to be processed:

- 7.2.1 Completed **Form 2**
- 7.2.2 If the request is made on behalf of another person or juristic person, then proof of the capacity in which the requester is making the request, must be attached to Form 2.
- 7.2.3 Certified copy of identification of the requester.
- 7.2.4 Proof of payment of the required fees as set fort in Schedule B annexed hereto

7.3 Fees

- 7.3.1 A non-refundable request fee of **R100.00** (or as may be amended from time to time by way of written notice) is payable in respect of each and every request for access to information or internal appeal submitted to the Information Officer.
- 7.3.2 When DEDEAT receives a request, the requester must be notified, using **Form 3** whether the request is being granted or not and if the request is granted, the requester must be notified to pay the prescribed access fee deposit (if any) as set out in, before further processing the request.
- 7.3.3 Persons that are legally represented, even in circumstances where contingency fee agreements have been entered into by the requester and his/her legal representation.
- 7.3.4 Access to a copy of the records will be withheld until all the applicable fees have been paid in full. There is an exception for prior exempted requesters in this regard.
- 7.3.5 A requester who is dissatisfied with the fees charged may lodge an internal appeal against such decision, as set out in paragraph 8.1 below.
- 7.3.6 Fees must be paid into DEDEAT's bank account. The deposit must be correctly referenced, and proof of each payment must be submitted to DEDEAT.
- 7.3.7 The bank details for DEDEAT's PAIA fees and where proof of payment must be submitted are as follows :

Account Holder : Economic Development, Environmental Affairs and Tourism
Banking Institution : Standard Bank
Account Name : ECPG: DEDEAT
Account Number : 273021362
Branch Code : 051001
Ref : PAIA – (Initial and Surname)
Proof of Payment : PAIA@dedea.gov.za (as well as to the relevant unit's email
as provided in paragraph 6 above)

8. REMEDIES AVAILABLE

8.1 Internal Appeal

- 8.1.1 Where a requester is dissatisfied with the outcome of a request for access to information, the requester may lodge an internal appeal against the decision of the Information Officer by completing and delivering **Form 4** within 60 days to the Information Officer or his/her delegated Deputy Information Officer
- 8.1.2 An internal appeal may be lodged against any one of the following decisions of the Information Officer or his/her delegated Deputy Information Officer:
- 8.1.2.1 Refusing a request for access
 - 8.1.2.2 Fees charged
 - 8.1.2.3 Extension of period to deal with a request; and
 - 8.1.2.4 Access in a particular form
- 8.1.3 The requester must pay the prescribed internal appeal fee (where applicable) when lodging the appeal. The decision on the internal appeal may, however, be deferred until the fee is paid.
- 8.1.4 As soon as reasonably possible, but within 10 working days after receipt of an internal appeal, the Deputy Information Officer must submit the internal appeal to the Information Officer of the Department.
- 8.1.5 The Information Officer must make a decision on the internal appeal within 30 days after the internal appeal was delivered to the Information Officer or his / her delegated Deputy Information Officer.

8.2 **Complaint to Information Regulator**

- 8.2.1 A requester may submit a complaint to the Information Regulator by duly completing and delivering **Form 5**, but only after that requester exhausted the internal appeal procedure against a decision of the Information Officer or his/her delegated Deputy Information Officer of DEDEAT.

8.3 **Approach to Court**

- 8.3.1 Although DEDEAT recommends that requesters try to resolve disputes about access to information without approaching the courts, a requester may, if still aggrieved, approach a court after the internal appeal process.

9. THE INFORMATION REGULATOR GUIDE

- 9.1 The Regulator has, in terms of section 10 (1) of PAIA, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 9.2 The Guide is available in each of the official languages.
- 9.3 The aforesaid Guide contains the description of-
- 9.3.1 the objects of PAIA and POPIA;
 - 9.3.2 the postal and street address, phone and if available, electronic mail address of-
 - 9.3.2.1 the Information Officer of every public body, and
 - 9.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 9.3.3 the manner and form of a request for-
 - 9.3.2.1 access to a record of a public body contemplated in section 11; and
 - 9.3.2.2 access to a record of a private body contemplated in section 50;
 - 9.3.4 the assistance available from the Information Officer or his/her delegated Deputy Information Officer of a public body in terms of PAIA and POPIA;
 - 9.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 9.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 9.3.6.1 an internal appeal;
 - 9.3.6.2 a complaint to the Regulator; and
 - 9.3.6.3 an application with a court against a decision by the Information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 9.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 9.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 9.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

9.3.10 the regulations made in terms of section 92.

9.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

9.4.1 upon request to the Information Officer;

9.4.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

10 SUBJECTS ON WHICH DEDEAT HOLDS RECORDS

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Speeches and Official Statements	Strategic Plans, Annual Performance Plans; Operational Plans; Service Delivery Improvement Plans, Annual Reports, Policy Speeches; State of the Province Addresses;
Research	Research Plans Research Reports Monitoring and Evaluation Records
Human Resources and Corporate Services	<ul style="list-style-type: none"> - HR Policies and Procedures; - Advertised Posts; - Recruitment Records - Employee Records; - Learning and Development e.g.: Skills Development and Training Plans; - Employment Equity Plan and Statistics; - Newsletters; - Corporate Information; - Media Statements; - Speeches and Messages; - Wellness Flyers and Posters; - Anti-fraud and Corruption Communications; - Booklets; - Pamphlets; - Video footage of official events.

Finance Documents	<ul style="list-style-type: none"> - Financial Statements; - Audit Reports; - Budgets; - Supply Chain Management documents which include tender specifications, tender advertisements, bid registers, bid submissions, bid evaluation reports, bid adjudication reports, letters of appointment, letters to unsuccessful bidders, and asset management records.
Operational Documents	<ul style="list-style-type: none"> - Policy and Procedure Documents; - Communications and Records pertaining to DEDEAT's Operations.
Legal Services Documents	<ul style="list-style-type: none"> - Contracts; - Legal Opinions; - Records related to all Litigation and Dispute Resolution Processes; - Litigation Statistics, - Legislation;

11. SERVICES AVAILABLE TO THE PUBLIC AND HOW TO GAIN ACCESS TO THOSE SERVICES

The Department, through its six entities, delivers on a critical mandate by providing targeted services to key stakeholders.

The stakeholders include the general public, business community including owners and managers of micro, small and medium businesses and municipalities, sister departments and other stakeholders specific to managing the natural environment.

These high-impact entities are:

- Coega Development Corporation including the Coega SEZ
- Eastern Cape Development Corporation
- Eastern Cape Gambling Board
- Eastern Cape Liquor Board
- East London Industrial Development Zone
- Eastern Cape Parks and Tourism Agency

DEDEAT offers specialised business sector support in the following areas:

- Agriculture and agro-processing
- Creative industry
- Green economy
- Information and communication
- Manufacturing
- Tourism
- Retail
- Textiles and craft
- Oceans Economy

It also offers business support to Micro, Small and Medium Enterprises (MSME)

DEDEAT provides funding and finance through the:

- Imvaba Co-operative Fund
- Job Stimulus Fund
- Eastern Cape Economic Development Fund
- Local, Regional and Economic Development (LRED) Fund

The Office of the Consumer Protector is also situated within DEDEAT and the primary services provided are Consumer Education and Awareness and assisting citizens / consumers with consumer related complaints. Email: Consumerprotector@dedea.gov.za and Charnette.Ferreira@dedea.gov.za

Environmental services are the following:

- Environmental Compliance and Enforcement
- Environmental Impact Management
- Provincial Biodiversity Permits
- Air Quality Monitoring
- Air Quality Regulatory Services
- Air Quality Planning and Information Management
- Water Licensing Authority
- Environmental Awareness and Capacity Building
- Scientific Services

12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEDEAT

12.1 Where policy formulation will result in legislation, the DEDEAT solicits public comment on the policy by publication in the Provincial Gazette for public comment and may also facilitate the holding of public hearings.

12.2 Members of the public may furthermore indirectly influence policy formulation by communicating with their elected representatives and attending sessions of the Provincial Legislature.

13. PROCESSING OF PERSONAL INFORMATION

a. Purpose of processing

DEDEAT processes personal information related to the functions and activities of DEDEAT, which are set out in paragraph 12 above.

b. Description

A description of the categories of data subjects and of the information or categories of information relating thereto is set out in the table below:

Categories of Data Subjects	Personal Information that may be processed
Natural Persons	Name and surname; contact details (contact telephone number(s), email address); residential, postal and/or business address; unique identifying number; location information; race; gender; sex; pregnancy; marital status; national, ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; confidential correspondence; education; medical, financial, criminal or employment history including which may be required in the Department of Health's Patient Registration System.

Juristic Persons	Names of contact persons; name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets.
Employees	Gender, pregnancy; marital status; race; age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members); race; medical; gender; sex; nationality; ethnic or social origin; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; biometric information of the person as is required in public service prescripts and policies.

c. Recipients

The recipients or categories of recipients to whom the personal information may be supplied is set out in the table below:

Category of personal information	Recipients or Categories of Recipients
Identity numbers, names, addresses, employment and educational history for criminal checks	South African Police Services and other law enforcement agencies
Qualifications, for qualification verifications	South African Qualifications Authority
Identity numbers, names, and addresses	Suppliers and service providers (including legal representatives in litigation matters) with whom DEDEAT has a personal relationship to have access to information
Medical information	Legal teams acting on behalf of DEDEAT and any service provider appointed for employee health and wellness.
Employee information	Banks and other financial institutions, pension fund administrators, trade unions

14.4 Transborder Flow

- 14.4.1 DEDEAT has not planned for any transborder flow of personal information. Should it, however, become necessary to transfer personal information to another country for any lawful purposes, the DEDEAT will ensure that anyone to whom it passes personal information is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as the DEDEAT is obliged to under POPIA.
- 14.4.2 Any transborder flow of personal information shall be with the data subject's consent or if the transfer is necessary for the conclusion or performance of a contract concluded between DEDEAT and a third party in the interest of the data subject. However, should it not be reasonably practicable to obtain the data subject's consent, DEDEAT shall transfer the personal information if the transfer if it will be for the data subject's benefit and the data subject would have given consent should it have been reasonably practicable to obtain such consent.

14.5 Information Security Measures

- 14.5.1 DEDEAT continuously establishes and maintains appropriate, reasonable technical and organisational measures by taking measures to prevent:
- 14.5.1.1 loss of, damage to or unauthorised destruction of personal information; and
 - 14.5.1.2 unlawful access to or processing of personal information.
- 14.5.2 DEDEAT has taken reasonable measures, as referred to in paragraphs 14.5.1 and 14.5.3, to:
- 14.5.2.1 identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;
 - 14.5.2.2 establish and maintain appropriate safeguards against the risks identified;
 - 14.5.2.3 regularly verify that the safeguards are effectively implemented; and
 - 14.5.2.4 ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.
- 14.5.3 Measures taken by DEDEAT include:
- 14.5.3.1 Access Control;
 - 14.5.3.2 Data Encryption;
 - 14.5.3.3 Defensive Measures;
 - 14.5.3.4 Robust Monitoring, Auditing and Reporting Capabilities;
 - 14.5.3.5 Data Backups;
 - 14.5.3.6 Anti-virus and Anti-malware Solutions;

14.5.3.7 Awareness and Vigilance; and

14.2.3.8 Agreements concluded with Operators to implement security controls.

15. AVAILABILITY OF MANUAL

15.1 This Manual is immediately available in the following languages:

- English
- IsiXhosa
- Afrikaans

15.2 The PAIA manuals referred to in 15.1 above is immediately available as follows-

15.2.1 on the website: <https://www.dedea.gov.za>

15.2.2 at the head office for public inspection during normal business hours;

15.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

15.2.4 to the Information Regulator upon request.

15.3 A fee for a copy of the manual, shall be payable per each A4 size photocopy made.

16. DATA SUBJECT PARTICIPATION

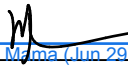
The following table sets out the different ways in which a data subject can participate in the processing of personal information by DEDEAT, indicating which form and process must be used:

What	How
Submit a request, free of charge, to enquire whether or not DEDEAT holds personal information about the data subject.	PAIA Form 2 (Appendix A)
Submit a request for the record or a description of the personal information about the data subject held by DEDEAT, including information about the identity of all third parties, or categories of third parties, who have or have had, access to the personal information.	PAIA Form 2 (Appendix A) Note: The fees, timeframes and grounds for refusal which apply to all PAIA requests will apply here as well.
Submit a request to correct or delete personal information about the data subject in DEDEAT's possession or under DEDEAT'S control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully	POPIA Form 2 (Appendix G)
Submit a request to destroy or delete a record of personal information about the data subject that DEDEAT is no longer authorised to retain.	POPIA Form 2 (Appendix G)
Submit an objection to the procession of personal information.	POPIA Form 1 (Appendix F)

17. UPDATING OF THE MANUAL

DEDEAT will, if necessary, update and publish this manual annually.

ISSUED BY:


Mickey Mama (Jun 29, 2026 11:06:05 GMT+2)

Mrs. Mickey Mama
Head of Department
Department of Economic Development,
Environmental Affairs and Tourism

29/06/2026

Date






DEDEAT PAIA MANUAL 2026 - ENGLISH - FINAL

Final Audit Report

2026-06-29

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