



DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION  
REPUBLIC OF SOUTH AFRICA

**MANUAL IN TERMS OF SECTION 14 OF  
THE PROMOTION OF ACCESS TO  
INFORMATION ACT, 2000 (ACT NO. 2 OF  
2000)**

## TABLE OF CONTENTS

1. Purpose of this Manual
2. Definitions
3. Functions of the Department
4. Organisational structure of the Department
5. Contact details of Information Officer and Deputy Information Officer
6. Guide of the South African Human Rights Commission on how to use the PAIA
7. Records
  - 7.1 Description of subjects on which the Department holds records and categories of records held on each subject
  - 7.2 Records automatically available
  - 7.3 Request procedure
8. Public human resource data and information
9. Services available to the public
10. Arrangement allowing involvement in the formulation of policy and performance of functions
11. Recourse available in respect of unlawful acts or omissions by public officials
12. Other information prescribed in terms of section 14(1)(i) of the PAIA
13. The Protection of Personal Information Act, 2013 (Act No.4 of 2013)(“POPIA”)
14. Updating and availability of this Manual as contemplated in section 14(2) of the PAIA

## 1. PURPOSE OF THIS MANUAL

1.1 In terms of section 32(1) of the Constitution of the Republic of South Africa, 1996 (hereinafter referred to as “the Constitution”), everyone has the right of access to any information held by the State and any information held by another person that is required for the exercise or protection of any rights. The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereinafter referred to as “the PAIA”), is the national legislation which was enacted to give effect to the right of access to information as enshrined in section 32 of the Constitution.

1.2 In terms of the PAIA, all South Africans have the right to access records held by the State, including government departments, and private bodies. The following, amongst others, are some of the objectives which the PAIA seeks to achieve:

- (a) To ensure that the State takes part in promoting a human rights culture and social justice;
- (b) to encourage openness and to establish voluntary and mandatory mechanisms or procedures which give effect to the right of access to information in a speedy, inexpensive and efficient manner; and
- (c) to promote transparency, accountability and effective governance of all public and private bodies, by empowering and educating everyone to understand their rights in terms of the PAIA in order to exercise their rights in relation to public and private bodies, to understand the structure and functions of public bodies, and to effectively scrutinise and participate in decision-making by public bodies that affects their rights.

1.3

In terms of section 9(b)(i) of the PAIA, the right of access to information is subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. One of the objectives of the PAIA, is to balance the right of access to information by a requester with the right, by the Department, to refuse such access in terms of the grounds of refusal as envisaged in Chapter 4 of the PAIA.

1.4 In terms of section 14 of the PAIA, all public bodies are required to compile an

information manual to assist any person wanting to access the records of a public body. The aim of this Manual is to provide information to assist and ensure that all requests for access to information are dealt with efficiently and effectively and thereby promote the objectives and spirit of the PAIA.

## 2. DEFINITIONS

In this Manual, a word or expression to which a meaning has been assigned in terms of the PAIA, bears the meaning so assigned and unless the context indicates otherwise—

“**data subject**” means the person to whom the personal information relates;

“**Department**” means the Department of Public Service and Administration;

“**information officer**” means the Director-General of the Department;

“**Manual**” means this manual compiled in terms of section 14 of the PAIA;

“**personal requester**” means a person requesting access to a record containing personal information about the requester;

“**record**” means any recorded information, regardless of form or medium, which is in the process or under the control of the Department, irrespective of whether it was created by the Department or not;

“**request**” means a request for access to a record of the Department;

“**requester**” means a person making a request for access to a record of the Department and includes any person acting on behalf of that person or requester; and

“**SAHRC**” means the South African Human Rights Commission.

## 3. FUNCTIONS OF THE DEPARTMENT

3.1 The Department assists the Minister for Public Service and Administration (“Minister”) on policy matters relating to the public service, in terms of the requirements outlined in the Constitution and other applicable legislation.

3.2 The relevant Constitutional and other legislative requirements referred to above, emanate from Chapter 10 of the Constitution, which deals with matters relating to public administration.

3.3 Section 195 of the Constitution provides that the public administration must be governed by the democratic values and principles enshrined in the Constitution, which include the following principles:

- (a) A high standard of professional ethics must be promoted and maintained.
- (b) Efficient, economic and effective use of resources must be promoted.
- (c) Public administration must be development oriented.
- (d) Services must be provided impartially, fairly, equitably and without bias.
- (e) People's needs must be responded to, and the public must be encouraged to participate in policymaking.
- (f) Public administration must be accountable.
- (g) Transparency must be fostered by providing the public with timely, accessible and accurate information.
- (h) Good human resource management and career development practices, to maximise human potential, must be cultivated.
- (i) Public administration must be broadly representative of the South African people, with employment and personnel management practices based on ability, objectivity, fairness, and the need to redress the imbalances of the past to achieve broad representation.

3.4 Section 197 of the Constitution deals with specific provisions for the public service. Section 197 provides that—

- (a) the public service must function, and be structured, in terms of national legislation;
- (b) terms and conditions of employment in the public service must be regulated by national legislation; and
- (c) provincial governments are responsible for the recruitment, appointment, promotion, transfer and dismissal of members of the public service in their administrations within a framework of uniform norms and standards which are applicable to the public service .

3.5 The national legislation and framework of norms and standards envisaged in section 197 of the Constitution, emanate from the Public Service Act, 1994 (Proclamation No. 103 of 1994) ("PSA"). The PSA deals with the powers and duties of the Minister. The PSA provides the Minister with the powers and duties to —

- (a) set norms and standards on matters relating to the functions, organisational arrangements, conditions of service, employment practices, labour relations, health and wellness of employees, information management, electronic government, integrity, ethics, conduct, anti-corruption, transformation, reform and innovation;
- (b) make determinations relating to the transfer of functions to departments;
- (c) advise the President and executive authorities on matters related to the public service, staffing arrangements or employment practices pertaining to organs of state and remuneration and conditions of appointment of office-bearers of any board, institution or body; and
- (d) make regulations, issue determinations and directives.

3.6 In addition to the PSA, the Public Administration Management Act, 2014 (Act No. 11 of 2014) ("PAMA") further seeks to—

- (a) promote the values and principles enshrined in section 195 of the Constitution;
- (b) provide for capacity development and training;
- (c) establish the Public Administration Ethics, Integrity and Disciplinary Technical Assistance Unit; and
- (d) establish the Office of Standards and Compliance.

3.7 In terms of section 16 of the PAMA, the Minister is empowered to issue norms and standards across the three spheres of government, being national, provincial and local government, which include, amongst others—

- (a) the promotion of the values and principles referred to in section 195(1) of the Constitution;
- (b) capacity development and training;
- (c) information and communication technologies in the public administration;
- (d) integrity, ethics and discipline;
- (e) the disclosure of financial interests;
- (f) measures to improve the effectiveness and efficiency of institutions; and

- (g) disclosure of information relating to pending disciplinary action and concluded disciplinary proceedings where the employee was found guilty.

#### 4. ORGANISATIONAL STRUCTURE OF THE DEPARTMENT

4.1 The Department is comprised of five branches, as indicated below:

- (a) **Human Resources Management and Development** which is responsible for human resource planning, employment and performance management, human resource development and transformation, workplace environment management and the Office of Standards and Compliance;
- (b) **Negotiations, Labour Relations and Remuneration Management** which is responsible for organisational development, job grading, macro organisation of the state, remuneration, employment conditions (macro and general benefits), human resource systems, negotiations, labour relations and dispute management and the Public Administration Ethics, Integrity and Disciplinary Technical Assistance Unit;
- (c) **Government Services Access and Management** which is responsible for operations management, service access and service delivery improvement, citizen relations and public participation;
- (d) **e-Government Services and information Management** which is responsible for information and communication technology governance and management, e-enablement and information and communication technology service infrastructure management, information and stakeholder management and knowledge management and innovation; and
- (e) **Administration** which is responsible for internal support in strategic management and executive support, communication and internal knowledge management, legal services, internal human resources and workplace environment management, internal information, communication and technology management, international relations and donor funding, internal audit, risk, financial management services, the Private Office of the Minister, the Private Office of the Deputy Minister and the Office of the Director-General.

## 5. CONTACT DETAILS OF INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER

The Director-General of the Department of Public Service and Administration is the Information Officer in terms of the PAIA. The designated Deputy Information Officer of the Department is the Chief-Director: Legal Services.

Postal address: Private Bag X916  
PRETORIA 0001

Street address: Batho Pele House  
546 Edmond Street  
ARCADIA

Telephone: 012-336-1218/1553/1006

Email address: [PAIA@dpsa.gov.za](mailto:PAIA@dpsa.gov.za)

## 6. GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE PAIA

In terms of section 10 of the PAIA, the SAHRC is required to compile a guide, in each of the official languages, containing such information, in an easily comprehensible form, as may be required by a person who wishes to exercise his or her rights in terms of the PAIA. As indicated above, the guide will assist an individual who wishes to exercise a right in terms of the PAIA, whereas the purpose of the Manual is to assist an individual who wishes to obtain access to information that is held by a public body in an efficient and effective manner. The guide on how to use the PAIA is available from the SAHRC. Queries can be made to the SAHRC at:

Postal address: Braampark Forum 3  
33 Hoofd Street  
Braamfontein

Telephone: +27 11 877 3600

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

e-mail: [info@sahrc.org.za](mailto:info@sahrc.org.za)  
Complaints: [complaints@sahrc.org.za](mailto:complaints@sahrc.org.za)

## **7. RECORDS**

### **7.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT**

For the purposes of facilitating a request in terms of the PAIA, the subjects on which the Department holds records and the categories of records held on each subject are as follows:

#### **A. Human Resources Management and Development**

- a. Human Resource Planning, Employment and Performance Management
- b. Human Resource Development
- c. Transformation and Workplace Environment Management

#### **B. Negotiations, Labour Relations and Remuneration Management**

- a. Organisational Development, Job Grading and Macro Organisation of the State
- b. Remuneration, Employment Conditions and Human Resource Systems
- c. Negotiations, Labour Relations and Dispute Management

#### **C. Government Services Access and Improvement**

- a. Operations Management
- b. Service Access
- c. Service Delivery Improvement, Citizen Relations and Public Participation

#### **D. e-Government Services and Information Management**

- a. Information and Communication Technology Governance and Management
- b. e-Enablement and Information and Communication Technology Service Infrastructure Management
- c. Information and Stakeholder Management
- d. Knowledge Management and Innovation

**E. Administration**

- a. Strategic Management and Executive Support
- b. Communication and Internal Knowledge Management
- c. Legal Services
- d. Internal Human Resources and Workplace Environment Management
- e. Internal Information, Communication and Technology Management
- f. International Relations and Donor Funding

**F. Office of the Director-General**

- a. Office of Standards and Compliance
- b. Public Administration Ethics, Integrity and Disciplinary Technical Assistance Unit
- c. Internal Audit;
- d. Ethics and Risk Management
- e. Financial Management Services

**7.2 RECORDS AUTOMATICALLY AVAILABLE**

7.2.1 A notice has been published regarding the categories of records of the Department which are automatically available without a person having to request access in terms of the procedures in the PAIA.

7.2.2 The records on the website of the Department, [www.dpsa.gov.za](http://www.dpsa.gov.za), are available for viewing or downloading without a person having to make a request in terms of the PAIA.

7.2.3 In terms of section 14(1)(e) of the PAIA, the Department has the following categories of records that are automatically available for photocopying and inspection without a person (requester) having to request access in terms of the PAIA:

- (a) Acts, Bills and Regulations published by the Department;
- (b) published policies and guidelines;
- (c) application forms;
- (d) contact directory;
- (e) e-publications;
- (f) published booklets and brochures;

- (g) published marketing material, including departmental marketing brochures;
- (h) published newsletters;
- (i) published posters and pamphlets;
- (j) published reports;
- (k) strategic plans;
- (l) annual performance plans;
- (m) annual reports;
- (n) budget speeches;
- (o) vacancy circulars; and
- (p) collective bargaining agreements.

7.2.4 The Department's website at [www.dpsa.gov.za](http://www.dpsa.gov.za) contains most of the information indicated in paragraphs 7.1 and 7.2 above, which is directly accessible from the Internet. Please refer to and use the website before submitting requests, as it would be an easier way of accessing departmental records. You may also contact the Department to determine if information required to be accessed, is automatically available, or if the access to information procedure should be followed to acquire access to such documents.

7.2.5 The other automatically available information that is not posted on the Department's website may be requested from the Department without submitting a request in terms of the PAIA.

7.2.6 No request form for access in terms of the PAIA has to be completed for records automatically available in terms of this paragraph. However, a fee for photocopying may be levied, where applicable.

### **7.3 REQUEST PROCEDURE**

(a) *How do I request access to a record?*

- A requester must use the form (Form A) that was printed in the *Government Gazette* (Government Notice R187 of 15 February 2002).
- The requester must also indicate if the requester wants a copy of the record or if the requester wants to come in and look at the record at the offices of the public body. Alternatively, if the record is not a paper document it can then be viewed in the requested form, where possible.

- If a requester asks for access in a particular form (e.g. a paper copy, electronic copy, etc), then the requester should get access in that form. This is unless doing so would unreasonably interfere with the running of the public body concerned, or damage the record, or infringe a copyright that is not owned by the State. If for practical reasons, access cannot be given in the required form but in another form, then the fee must be calculated according to the manner in which it was first requested by the requester.
- If, in addition to a written reply to their request for the record, the requester requires information about the decision in any other way, for example by telephone, this must be indicated.
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made must be indicated.
- If a requester is unable to read or write, or has a disability, then the request may be made orally. The information officer must then fill in the form on behalf of such a requester and give the requester a copy of the completed form.

(b) *Granting or refusal of request:* A requester must be given access to a record of a public body if the request complies with the following:

- The requester complies with all the procedural requirements in the PAIA relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the PAIA.

(c) *Fees payable for a request and notification of decision on access*

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the request fee of R35.
- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) and deposit (if any), before the request can be further processed.

- A requester may lodge an internal appeal, where appropriate, or an application to court against the tender or payment of a fee.
- After the information officer has made a decision on the request, the requester must be notified of such decision in the manner in which the requester wanted to be notified.
- If the request is granted, then a further access fee must be paid for the reproduction, search and preparation, for any time required in excess of the stipulated hours to search and prepare the record for disclosure.
- Access to a record will be withheld until all the required fees have been paid.

## **8. PUBLIC HUMAN RESOURCE DATA AND INFORMATION**

Summarised or anonymised human resource data on public servants in the national and provincial sphere of government may be requested from the Data Governance and Information Systems Directorate in the Department. It is preferable that a formal request from an institution be accompanied by a formal letter on the letter head of the institution which is signed by a duly authorised person on behalf of the institution concerned.

## **9. SERVICES AVAILABLE TO THE PUBLIC**

The functions of the Department, as set out in paragraph 3, are such that its clients are usually other government departments. It does not deliver any services which are available to the public. However, certain demographical information about the public service (for example the size of the public service and number of employees per department) may be requested.

## **10. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS**

10.1 *Policy and legislation:* When the Department proposes new policy or legislation it undertakes consultation with all stakeholders through inviting comment on published papers and/or workshops/conferences. The process of participation differs according to the kind of project and is usually made known before the start of the project or thereafter.

10.2 *Administrative action:* In cases where an administrative action materially and adversely affects-

- (a) the rights or legitimate expectations of any person; or
- (b) the rights of the public,

the requirements for procedural fairness as enshrined in the Promotion of the Administrative Justice Act, 2000 (Act No. 3 of 2000) ("PAJA"), will be applicable. (See sections 4 and 5 of the PAJA, in particular).

10.3 *Conditions of service of public service employees:* The conditions of service and other matters of mutual interest of public service employees are negotiated at bargaining councils which are established in terms of the Labour Relations Act, 1995 (Act No. 66 of 1995) ("LRA"). Trade unions representing a stipulated number of public service employees may become a party to such a bargaining council. The Public Service Co-ordinating Bargaining Council is the body at which, inter alia, all conditions of service applying to all public service employees are uniformly negotiated. The following sectoral bargaining councils exist:

- (a) General Public Service Sectoral Bargaining Council;
- (b) Education Labour Relations Council;
- (c) Public Health and Welfare Sectoral Bargaining Council; and
- (d) Safety and Security Sectoral Bargaining Council.

## **11. RECOURSE AVAILABLE IN RESPECT OF UNLAWFUL ACTS OR OMISSIONS BY PUBLIC OFFICIALS**

The following procedures exist for persons to report or seek recourse in instances of alleged irregular, improper or unlawful acts or omissions by officials who are employed by the Department:

11.1 *Procedures for reporting or seeking recourse:*

- (a) The right of recourse in respect of acts or failures to act in terms of the PAIA: The internal appeal process in terms of the PAIA makes provision for an aggrieved party to appeal to the Minister (see sections 74 – 77 of the PAIA). After exhausting the internal appeal process, an application may be lodged with a court (see sections 78 – 82 of the PAIA).
- (b) A public service employee may lodge a grievance or complaint for investigation by the Public Service Commission concerning an official act or omission (see

section 35 of the PSA).

- (c) A person seeking recourse may, amongst others, make use of labour-related legislation, such as the LRA and the Basic Conditions of Employment Act, 1997 (Act No.75 of 1997)("BCEA").
- (d) A person may lodge a complaint with a labour inspector concerning any alleged contravention of the BCEA (See section 78(1)(a)), or the Employment Equity Act, 1998 (Act No. 55 of 1998)(See section 34(e)).
- (e) A person may lodge a complaint with the Public Protector concerning alleged unlawful or improper conduct by a public official. Section 182(1) of the Constitution and section 7 of the Public Protector Act, 1994 (Act No. 23 of 1994) are of particular relevance in this regard.
- (f) A person may lodge a complaint with the SAHRC concerning an act or omission by a public official that is alleged to have violated any fundamental human right of a person. Section 15 of the South African Human Rights Commission Act, 2013 (Act No. 40 of 2013) is applicable in this instance.
- (g) In order to be protected from victimisation as a result of a disclosure regarding unlawful or improper conduct by an employer or a fellow employee, an aggrieved person, may follow the disclosure procedures in the Protected Disclosures Act, 2000 (Act No. 26 of 2000)("PDA").
- (h) An aggrieved individual may choose to seek other legal recourse such as the judicial review of an administrative action in terms of the PAJA.

#### 11.2 *Other forms of recourse:*

- (a) An aggrieved person may request reasons for an administrative action in terms of section 5 of the PAJA.
- (b) A person may also request access to the records of a government department or other public body in terms of section 11 of the PAIA.

#### 11.3 *Duty to report:*

- (a) A public service employee, in the course of his or her official duties, is obliged, in terms of the Code of Conduct for public service employees, to report to the appropriate authorities, fraud, corruption, nepotism, mal-administration and any other act which constitutes an offence or which is prejudicial to the public interest. An employee who fails to comply with the Code of Conduct must be dealt with in terms of the disciplinary processes contemplated in section 16A of the PSA. Regulation 9 of the Public Service Regulations, 2016 is also of

relevance in this instance.

- (b) There is a legal responsibility on every employer and employee to disclose criminal and any other improper conduct in the workplace. The PDA is of particular relevance in this regard.

## **12. OTHER INFORMATION PRESCRIBED IN TERMS OF SECTION 14(1)(i) OF THE PAIA**

Any other information in terms of section 14(1)(i) of the PAIA, will be made available as and when prescribed by the Minister of Justice and Constitutional Development.

## **13. THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) (“POPIA”)**

13.1 In terms of section 2 of the POPIA, one of the main purposes of the POPIA is to give effect to the constitutional right to privacy, by safeguarding personal information when processed by a responsible party, subject to justifiable limitations as envisaged in section 36 of the Constitution. The term "personal information" as defined in section 1 of the POPIA, means information relating to an identifiable natural or juristic person, which may include, amongst others, information related to race, gender, sex, national, ethnic or social origin of a person, the education, medical, financial, criminal or employment history of a person. Section 13 of the POPIA places a legal obligation on the Department to process personal information for a specific and lawful purpose only. The processing of personal information in terms of the POPIA includes, amongst others, the collection, storage, retrieval, dissemination or destruction of information.

13.2 Chapter 3 of the POPIA outlines the minimum requirements for the lawful processing of personal information by the Department. These requirements may not be derogated from, unless specific exclusions apply.. The purpose of processing personal information, the categories of data subjects and the type of information that is processed by the Department, the recipients of personal information, transborder flow of personal information, as well as security measures are outlined below:

### *13.3 The purpose of processing*

Personal Information may only be processed for a specific purpose. The purposes for which the Department processes or will process personal information is as follows:

(a) For employees:

- (i) Verification of applicant's information during recruitment process;
- (ii) verification of information relating to an employee doing business with the State;
- (iii) general matters relating to employees which may include:
  - o General benefits;
  - o Pension;
  - o Medical aid;
  - o Payroll;
  - o Disciplinary action; and
  - o Training;
- (iv) any other reasonably required purpose relating to the employment or prospective employment relationship.

(b) For vendors /suppliers:

- (i) Verifying information and performing reference and other prescribed checks;
- (ii) purposes relating to the agreement or business relationship or prospective agreement or business relationship between the parties;
- (iii) payment of invoices;
- (iv) compliance with the Department's regulatory and other obligations; and
- (v) any other reasonably required purpose relating to the Department's business.

#### *13.4 Categories of data subjects and of the types of personal information that is processed*

The following are categories of data subjects and the personal information which the Department processes:

(a) For employees:

- (i) Name and contact details;

- (ii) identity number and identity documents including passports;
- (iii) employment history and references;
- (iv) banking and financial details;
- (v) details of payments to third parties (deductions from salary);
- (vi) employment contracts;
- (vii) employment equity plans;
- (viii) medical aid records;
- (ix) pension Fund records;
- (x) remuneration/salary records;
- (xi) performance appraisals;
- (xii) disciplinary records;
- (xiii) leave records; and
- (xiv) training records.

(b) For prospective employees:

- (i) Postal and/or street address;
- (ii) title and name;
- (iii) contact numbers and/or e-mail address;
- (iv) ethnic group;
- (v) employment history;
- (vi) age;
- (vii) gender;
- (viii) marital status;
- (ix) nationality;
- (x) language;
- (xi) financial information;
- (xii) identity or passport number; and
- (xiii) social media.

(c) Vendors /suppliers:

- (i) Name and contact details;
- (ii) identity and/or company information and directors' information;
- (iii) banking and financial information;
- (iv) information about products or services; and
- (v) other information not specified but reasonably required to be processed for business operations.

### *13.5 The recipients or categories of recipients to whom personal information may be supplied*

The Department holds information on behalf of the State and therefore it does not provide personal information to any organisation or body other than to another State department or institution. Certain personal information may, however, be provided to the following recipients of personal information:

- (a) Regulatory authorities or ombudsmen, including the South African Revenue Service, where the Department has a legal obligation to share information;
- (b) third parties to whom payments are made on behalf of employees; and
- (c) institutions that are responsible for law enforcement.

### *13.6 Planned transborder flows of personal information*

13.6.1 The Department does not provide personal information across-borders, except if such information is necessary for the purposes of an employee's performance of duties, or for a purpose arising in the course and scope of an employee's employment. In such event, the Department must ensure that-

- (a) the recipient country can offer a reasonable level of protection which is substantially similar to the level of protection envisaged in the POPIA; or
- (b) the data subject consents to the transfer of their personal information; or
- (c) the transfer is necessary for the performance of a contractual obligation between the data subject and the responsible party.

13.6.2 Where personal information may be stored in data servers hosted outside South Africa, the Department must, as far as reasonably possible, ensure that the receiver(s) of such personal information will take all reasonable measures to secure the data and personal information concerned.

### *13.7 Information Security Measures*

The Department must put in place security protocols to safeguard personal information from being unlawfully accessed. The Department envisages the enhancement of Information Security Measures as follows:

- (a) By ensuring that the correct classification of information is recorded since employee data will be classified as 'personal information' or 'special personal information';
- (b) ensuring that security protocols are enhanced to guard against unauthorised access to information by implementing computer and network security measures such as passwords, implementing firewalls, installing antivirus protection, ensuring data protection through data encryption and redaction of personal information, securing laptops and computers through passwords or biometrics and securing the Virtual Private Network (VPN);
- (c) protocols notifying employees or other persons when their personal information has been compromised, or when there is a breach of privacy in relation to the personal information concerned; and
- (d) by ensuring that stricter security protocols are adopted to restrict access by third parties, the office environment, computer network, system, application software, data or another resource.

#### **14. UPDATING AND AVAILABILITY OF THIS MANUAL AS CONTEMPLATED IN SECTION 14(2) OF THE PAIA.**

In terms of section 14(2) of PAIA, this Manual must, where necessary, be updated annually and must be made available as contemplated in section 14(2) of the PAIA, including posting it on the Department's official website at [www.dpsa.gov.za](http://www.dpsa.gov.za) and making copies of the Manual available on request from the Information Officer, at the contact details provided in paragraph 5 above.

Approved on this            day of            2021.

---

**MS YOLISWA MAKHASI**  
**DIRECTOR-GENERAL/INFORMATION OFFICER**