

## *Stellenbosch University Manual in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA”)*

### 1. Our Structure

Stellenbosch University (“the University”) is a public university with its main campus situated in Stellenbosch, Western Cape, South Africa, functioning in terms of the Higher Education Act 101 of 1997 and the University’s Institutional Statute which is available at [www.sun.ac.za/english/management/statute](http://www.sun.ac.za/english/management/statute). A comprehensive breakdown of the organisational structure, the various qualifications, programmes, areas of expertise, research and other services offered by the University is obtainable from the website of the University and its various faculties, available at [www.sun.ac.za](http://www.sun.ac.za).

### 2. Information Officer and Deputy Information Officer(s)

#### 2.1. Information Officer

Our Rector & Vice-Chancellor is our Information Officer. The Rector & Vice-Chancellor can be contacted at:

<b>Name and Surname</b>	Professor WJS (Wim) de Villiers
<b>Postal Address</b>	Private Bag XI, Matieland, 7602, South Africa
<b>Physical Address</b>	Administration B Building, Victoria Street, Stellenbosch, 7600
<b>Phone</b>	+27 21 808 4490
<b>E-mail</b>	<a href="mailto:paia@sun.ac.za">paia@sun.ac.za</a>

#### 2.2. Deputy Information Officer(s)

Our Rector & Vice-Chancellor has appointed the following deputy information officers:

<b>Name and Surname</b>	Mr Jerall Toi
<b>Postal Address</b>	Private Bag XI, Matieland, 7602, South Africa
<b>Physical Address</b>	12 Murray Street, Stellenbosch, 7600
<b>Phone</b>	+27 21 808 4139
<b>E-mail</b>	<a href="mailto:paia@sun.ac.za">paia@sun.ac.za</a>

<b>Name and Surname</b>	Ms Jerusha Naidoo
<b>Postal Address</b>	Private Bag XI, Matieland, 7602, South Africa
<b>Physical Address</b>	12 Murray Street, Stellenbosch, 7600
<b>Phone</b>	+27 21 808 4163
<b>E-mail</b>	<a href="mailto:paia@sun.ac.za">paia@sun.ac.za</a>

### 3. Guide to use this manual

The Information Regulator has published a guide in terms of section 10 of PAIA, describing how you can use this manual. The guide is available in each official South African language and intends to assist you in exercising your rights to access information. The guide can be found at the head office of the Information Regulator at:

**JD House**  
**27 Stiemens Street**  
**Braamfontein**  
**Johannesburg**

Alternatively, you can find the guide on the Information Regulator website at <https://www.justice.gov.za/infoereg>.

### 4. Availability of this manual

This manual is available on [our website](#) and at our offices during normal office hours. We will provide you with a copy of the manual on payment of the prescribed fee.

The manual provides anyone who wants to access information in terms of PAIA with the necessary contact details and procedures to ask for that information from the University. It provides a clear overview of the structure, functions, services, and index of information of the University to help identify where the required information could be. It also provides the forms and prescribed fees we require to assist you.

### 5. Policy formulation and decision-making

Students and staff may participate in formulating policies and making decisions at the University as regulated by the Higher Education Act 101 of 1997, as amended, and internal procedures agreed upon from time to time with the relevant representative bodies of the University.

Other interested parties may submit comments and suggestions in writing during public consultation opportunities to comment on draft policy documentation.

### 6. The information and categories of records we hold

Here is a non-exhaustive list and description of some of the different subjects about which we have information, and the categories of records we hold for each subject:

#### 6.1. Automatically available or voluntarily disclosed records:

All information or records published on [www.sun.ac.za](http://www.sun.ac.za) are automatically available voluntarily, without having to submit PAIA requests. These include, amongst other:

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- Reports including the annual reports and annual financial statements;
- Institutional policies and regulations;
- Student handbooks, rules, and syllabus information; and
- Newsletters and media statements.

## **6.2. Categories of records held by the University that may be requested in terms of PAIA but may be subject to certain constraints:**

- Records of internal governance bodies (the Council, the Senate, Faculty boards, Institutional Forum, the Students' Representative Council), and University committees;
- Records of individual students (any current or past student may obtain their own student record on request without having to make a request in terms of PAIA; where transcripts are required a fee may be charged);
- Records of individual personnel (any current or past staff member may obtain their own employment record on request without having to make a request in terms of PAIA);
- Research, scientific and technical records; and
- Financial records, reports, contracts, and asset registers.

## **6.3. Categories of records available without a person having to request access thereto (section 15):**

No notice has been published to date.

## **7. Protection of personal information**

Personal information is any information relating to an identifiable living individual or an identifiable, existing juristic person. We collect and use personal information to provide our products and services, and to manage our institution. You can find more information about how we use personal information in our privacy notices available at [www.sun.ac.za/privacy](http://www.sun.ac.za/privacy).

## **8. How to request access to a record**

You can request access to records by completing Form 2. If you cannot read or write, or otherwise cannot complete the form, and verbally request a record from us, we will complete Form 2 on your behalf and give you a copy.

You must complete Form 2 and submit it to the deputy information officer (see paragraph 2.2 above), together with any other information we regard as necessary to consider your request. Any request that does not comply with the formalities in this manual will be sent back to you with advice on the steps you should take to comply with the formalities. If you are making a request on behalf of someone else, you must submit reasonable proof of authority.

You must provide us with proof of identity before we can process any request.

## 9. Outcome of your request and fees payable

We will decide whether to grant or decline your request within 30 days of receiving your request. We will notify you of our decision and provide reasons for accepting or refusing your request.

We will also inform you of the fees payable, as determined from time to time. We may require that you pay a deposit before we process your request. If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30-day period, we may have to extend the period, up to another 30 days. We will notify you in writing if we require an extension.

If we do not give you a decision on a request for access to records within the period stipulated above, it means that we refused your request in terms of section 27 of PAIA, unless specifically otherwise advised.

## 10. Reasons why we may refuse your request

If the record does not exist, we will inform you.

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit or affirmation explaining the measures we have taken to locate the record.

For further grounds for refusal of access to records please refer to Chapter 4 of Part 2 of PAIA.

## 11. What you can do if you are dissatisfied with a decision

- 11.1. You may appeal or complain about any of the following:
  - our refusal to grant you access to a record;
  - the access fee that we charge;
  - our decision to extend the 30 days for responding to your request; and/or
  - the way in which access is granted.
- 11.2. You may lodge an internal appeal or complaint against a decision as follows:
  - A member of the public (including but not limited to alumni and service providers) may lodge a complaint in writing with the deputy information officer of the University; or
  - The University's internal grievance procedure may be utilised by registered University students and University staff members.
- 11.3. If the complaint is that we have failed to provide access as the PAIA legislation requires, (i.e. a failure to act in terms of the Promotion of Access to Information Act, Act 2 of 2000) and we fail to resolve this through one of the above channels for complaint, you may take such steps as provided for in sections 74 to 82 of the PAIA Act. This provides for you to:
  - complain about our decision to the Information Regulator; and

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- apply to court after following the appeal process.
- 11.4. You may lodge an internal appeal or complaint against a decision as follows:
- you must lodge the internal appeal by completing Form 4
  - you must deliver or send Form 4 to the address or email address of the deputy information officer (see paragraph 2.2 above);
  - you must identify the subject of the appeal and state the reasons for the appeal, and you may include any other relevant information;
  - you must pay the prescribed appeal fee (we may require that you pay a deposit before we process your request); and
  - you must specify a postal address or email address for the return of the decision.

## 12. Complain to the Information Regulator

Once you exhausted the relevant options in paragraph 11 above and if you are still not satisfied, you may submit a complaint to the Information Regulator regarding the decision.

- to refuse your request for access;
- the access fee charged;
- to extend the 30 days for responding to your request; or
- the way in which access is granted.

You must submit your complaint within 180 days of our decision.

You must use Form 5 to submit your complaint to [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za).

## 13. Applications to court

You may apply for appropriate relief from a court if you are dissatisfied with the Information Regulator's decision or by the decision of our Information Officer

- to refuse your request for access;
- regarding the access fee charged;
- to extend the 30 days for responding to your request; or
- the way in which access is granted.

You can only apply to a court after you have exhausted our internal mechanisms listed above or after you exhausted the complaints procedure to the Information Regulator.

You must apply to a court within 180 days.

## 14. Other information

For any other information not contained in this manual, kindly contact the Information Officer, or a Deputy Information Officer.

Contact details of which are given in paragraph 2 above.

Alternatively visit the University's website at [www.sun.ac.za](http://www.sun.ac.za).

This manual is also available in Afrikaans and isiXhosa.

## 15. Manual control information

<b>Document reference number</b>	MAN-001-2016
<b>Document type</b>	Statutory manual
<b>Accessibility</b>	Public
<b>Date of implementation</b>	1 October 2021
<b>Frequency of revision</b>	Annually
<b>Previous revisions</b>	2016, 2018, 2019, 2020
<b>Owner of this manual</b>	Vice-Chancellor & Rector
<b>Responsibility for this manual</b>	Senior Institutional Information Officer
<b>Date of approval</b>	7 September 2021
<b>Approved by</b>	Rectorate