



PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

FSI.MA.02

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1. Document Control

1.1. Version Control

Document Name	PAIA Manual
Document No. and Version	FSI.MA.02 Version 2
Next Review Date	June 2027
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Authors	Chief Operations Officer

1.2. Updates to this document

This document will be reviewed biennially, or when changes to the South African Promotion of Access to Information Act No.2 of 2000 occur to ensure that the information is accurate and updated.

1.3. Change History

All changes to this document must be approved and authorised by the Chief Operations Officer.

The record below is to be completed by the person making the amendment(s). Each new document will have a version number and date of issue printed on it. If a review is performed, and no changes to the document is made, the issue date will be updated, but not the version number. Format changes do not require a new version number or issue date.

Version	Issue Date	Pages Amended	Amended by	Approved by
1.0	14/03/2022	All – Document Created	J. Stols	P. Pather
2.0	15/06/2025	All pages updated to align with the PAIA Manual Example provided by the Information Regulator of South Africa.	J. Stols	J. Stols

1.4. Distribution

Once approved, the document will be circulated to the following individuals:

Issued To	Issue Date	Position/s
www.f-si.co.za	13/06/2025	FSI Website – Publicly Available Information

2. Purpose

The Promotion of Access to Information Act (“PAIA”) manual aims to ensure transparency, accountability, and the lawful access to information within the organisation, Forensic Sciences Institute (hereafter referred to as “FSI”). It serves as a guide that informs the public of the following:

- a) check the categories of records held by FSI which are available without a person having to submit a formal PAIA request;
- b) have a sufficient understanding of how to make a request for access to a record of FSI, by providing a description of the subjects on which FSI holds records and the categories of records held on each subject;
- c) know the description of the records of FSI which are available in accordance with any other legislation;
- d) access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- e) know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- f) know if FSI 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;
- g) know the description of the categories of data subjects and of the information or categories of information relating thereto;
- h) know the recipients or categories of recipients to whom the personal information may be supplied;
- i) know if FSI 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
- j) know whether FSI has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Roles and Responsibilities

Role	Responsibility
Information Officer (FSI COO)	Reviewing and updating this document. Staying informed about legislative updates and changes. Making this manual available to the intended users. Ensure the organisation’s compliance with POPIA and PAIA requirements. Develop, implement, and monitor privacy and access to information policies. Facilitate data subject access requests and ensure proper handling of personal information.

	<p>Oversee the processing of personal information and ensure it aligns with the conditions for lawful processing under POPIA.</p> <p>Submit the required PAIA manual and POPIA compliance documentation to the Information Regulator.</p> <p>Act as the point of contact with the Information Regulator and data subjects.</p> <p>Conduct awareness and training programs on information protection and access to information.</p> <p>Manage and report on information security breaches and risks involving personal data.</p>
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4. References

- Promotion of Access to Information Act No.2 of 2000.
- Protection of Personal Information Act No.4 of 2013
- FSI.ST.02 Records Retention Standard

5. Records Management

5.1. Record availability in terms of Legislation

All records prescribed by applicable South African Legislation relevant to FSI, as it applies to the business type and sector in which the company operates, are retained and available in accordance with the legislative requirement. The FSI.ST.02 Records Retention Standard defines the types of records and the retention periods.

5.2. Records available without a request

A private body may, on a voluntary and periodic basis, submit to the Minister of Justice a description of categories of records, which are automatically available without a person having to request access in terms of the Act. The Minister must publish any description so submitted by way of a notice in the Gazette.

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy	Protection of Personal Information Act, 4 of 2013

FSI does not voluntarily submit any company records to the Minister of Justice under this Act.

5.3. Records available upon request

Set out below are the subjects and categories of records available for the purposes of the Act, subject to grounds for refusal to access. Records are maintained on the following subjects:

Subject on which the body holds records	Categories of records
Business Administration	Non-Disclosure Agreements Company policies, procedures and standards ISO27001 certificate
HR	Employee employment records Employee screening records Employee qualifications Employee EMP201/501 records IRP5/IT3a Employee Tax certificates COIDA Register Health and Safety Incident Reports Employee remuneration records
Sales	New client onboarding form. Client Credit Application Client contact and billing information Sales Quotes and Proposals Reseller Agreement
Finance	Annual Financial Statement Invoices, Debit and Credit Notes Company Tax returns
Operations	Client Master Services Agreements Service Reports Client References Project specific ROE (Rules of engagement) Evidentiary Files Chain of Custody Form
Supplier Management	Supplier Agreements Third-Party Register Third-Party Service Level Agreement (SLA)

5.4. Categories of Data Subjects and Information Categories

5.4.1. Personnel Records

“Personnel” refers to any person who works for, or provides services to or on behalf of FSI, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of FSI. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers. Personal records include the following:

- a) Identification (ID number), race and gender
- b) Physical and Postal Address
- c) Contact information (Contact number and personal email address)
- d) Curriculum Vitae and previous references
- e) Screening records
- f) Financial records (salary, PAYE, Income Tax)

5.4.2. Client Records

A “client” refers to any natural or juristic entity receiving FSI services. Client records include the following:

- a) Billing information: Company name, address, registration number, VAT number, and where applicable, credit application.
- b) Employee contact details relevant to service delivery.
- c) Non-disclosure and/or contractual agreements.

5.4.3. Service Providers

A “supplier” refers to any natural or juristic entity that provides goods or services to FSI. This includes vendors and service providers. Supplier records include the following:

- a) Billing information: Company name, address, registration number, VAT number, and where applicable, credit application.
- b) Non-disclosure and/or contractual agreements.
- c) Proposals, Quotations and Invoices

5.4.4. Other Party Record

“Other party records” refer to personnel, client, or FSI records which are held by another party, as opposed to the records held by FSI; and records held by FSI pertaining to other parties. Other party records include the following:

- a) Sage One – Billing information
- b) Microsoft Cloud – All company data
- c) BlueWave CRM – Client contact information

- d) Lexus Nexus – Employee PII for Criminal and Background Checks
- e) CGIC- Service Provider Credit checks

6. Processing of Personal Information

6.1. Processing Purpose

FSI use the Personal Information under their care in the following ways:

- Performing business operations
- Staff administration
- Accounting
- Complying with tax laws

6.2. Sharing of Personal Information

FSI may supply the personal information under our care to service providers who render the following services FSI:

- Cloud-based services such as data storage, network, email and security services;
- Cloud-based applications such as Financial solutions;
- Third-party organisations providing legal services;
- Third-party organisations engaged for common commercial purposes, such as service provision, joint ventures, or collective bid responses;
- Credit reference entities, used in the normal course of business; and
- Government organisations such as South African Revenue Services, as required for legal purposes.

6.3. Information Quality and Security Safeguards

FSI have implemented an Information Security Management System according to the requirements defined in ISO 27001: 2022 and ISO 27002: 2022 to ensure the confidentiality, integrity and availability of its information assets which include the Personal Information under its care. Information security controls include:

- Boundary firewalls and Internet gateways;
- Secure configuration of all devices and software which make up the IT infrastructure;
- Both logical and physical access controls;
- Malware protection; and
- Patch management to keep software up to date.

Service Providers who process Personal Information on behalf of FSI are bound by an agreement to implement similar information security controls to those employed by FSI.

6.4. Your Right to Access Information

Both the Promotion of Access to Information Act and the Protection of Personal Information Act entitle you to have access to our records, if:

- You need access to exercise or protect any of your rights.
- You apply for access according to the procedure set out in this manual.
- FSI does not have grounds for refusing you access.

6.5. Our Right to Refuse Access to Information

FSI has the right to refuse to give you access to our records if any of the following grounds apply:

- The record would unreasonably disclose Personal Information about a natural person, including a deceased individual (unless that third party or a representative of the deceased gives written permission for access).
- The record contains (a) trade secrets, (b) financial, commercial, scientific or technical information, or (c) information about research by a third party, which could put that third party at a disadvantage in a negotiation or prejudice him in competition (unless that third party gives written permission for access);.
- Access would put us in breach of a duty of confidence that we owe to a third party (unless that third party gives written permission for access).
- Access could reasonably be expected to (a) endanger someone's life or physical safety, or (b) prejudice or impair the security of a building, structure, system, means of transport or other property.
- The record is privileged from being produced as evidence in legal proceedings (unless the person protected by the privilege has waived that protection).
- If the request is for access to your Personal Information, and you cannot provide adequate proof of identity to us.

6.6. Fees Payable in Respect of Access Requests

The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R2,00 for every photocopy of an A4-size page or part thereof. The reproduction fees referred to in regulation 11 (1) are as follows:

- For every photocopy of an A4-size page or part thereof 2,00
- For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form 2,00

For a copy in a computer-readable form on

- For an A4-sized page or part thereof R400,00
- For a copy of visual images R60,00
- For an A4-sized page or part thereof R500,00 o
- For a copy of an audio record R30,00
- To search for and prepare the record for disclosure: R30,00 for each hour or part of an hour reasonably required for such search and preparation

For purposes of section 54(2) of the Act, the following applies:

- Six hours as the hours to be exceeded before a deposit is payable; and
- One-third of the access fee is payable as a deposit by the requestor.
- The actual postage is payable when a copy of a record must be posted to a requester.

7. Information Request Procedure

7.1. Request

If you want access to any of the records listed in this manual, you should follow the procedure below, and a non-refundable request fee of R50.00 + VAT.

- 7.1.1. Fill in the application form contained in this manual and send it to us via hand delivery or email.
- 7.1.2. Hand in your completed application form, and a non-refundable request fee of R50.00 + VAT at our office. If you are an employee or ex-employee requesting access to your personnel record, then you do not have to pay the request fee.
- 7.1.3. If you cannot visit our office in person, you can email the form to us and contact us to make payment arrangements.

7.2. Response

We will consider your request and let you know our decision, in writing, not more than 30 days after we receive your request. Our response will be one of the following:

- 7.2.1. Your application does not contain enough information to enable us to search for the record you want. Please provide additional details.
- 7.2.2. It is going to take us more than six hours to search through our records, and before we do so you must pay us a deposit of R60.00 (plus VAT).

- 7.2.3. We have found the record you're looking for, and you may have access to it, on payment of:
- 7.2.4. An access fee of R30.00 (+ VAT) per hour for the time that it took us to find the record (less any deposit which you have already paid), and
- 7.2.5. A reproduction fee for making photocopies or printouts or copying the record onto a storage device - the prescribed fees are set out in this manual.
- 7.2.6. We will not charge fees to an employee or ex-employee requesting access to his/her personnel record:
- If your request is for access to your Personal Information in terms of Section 23 of the Protection of Personal Information Act, we will give you a written estimate of the fee before providing the access. We may require you to pay a deposit for all or part of the fee.
 - You may not have access to the record you want, for reasons which we will state in our reply. If you have paid a deposit, we will refund it (but not the request fee).
 - If we have searched for the record and cannot find it, we will give you an affidavit explaining what steps we took to try and find the record. Should the missing record later come to light, we will notify you.
- 7.2.7. If we may or must refuse to give you access to part of the requested Personal Information, we will give you access to every other part.

8. FSI Appointed Information Officer

FSI Information Officer: Jeanine Stols

Contact Details:

 +27 82 452 4066

 jeanine@f-si.co.za

8.1. Information Request Form

Section 53 (1) of the Promotion of Access to Information Act: [Regulation 10]

Forensic Sciences Institute (PTY)Ltd

Block D, 55 Kyalami Blvd, Midrand, Gauteng, South Africa, 2157

Email: Jeanine@f-si.co.za

Particulars of the person requesting access to the record:

Surname:	
First names:	
Identity number:	
Postal address:	
Mobile number:	
Email address:	
Capacity in which a request is made, when made on behalf of another person:	

Particulars of the person on whose behalf the request is made (This section must be completed only if a request for information is made on behalf of another person)

Surname:	
First names:	
Identity number:	

Particulars of the Record

- Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- If the provided space is inadequate, please continue a separate folio and attach it to this form.

The requester must sign all the additional folios.

Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

- A request for access to a record, other than a record containing Personal Information about yourself, will be processed only after a request fee has been paid.
- You will be notified of the amount required to be paid as the request fee.

- The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

Mark the appropriate open box with an x:					
If the record is in written or printed form:					
Copy of record		Inspection of record			
If the record consists of visual images (including photographs, video recordings, computer-generated images, sketches, slides, etc.):					
View Images		Copy of images		Transcription of images	
If record consists of recorded words or information which can be reproduced in sound:					
Copy of soundtrack		Transcription of soundtrack* (written or printed document)			
If record is held on computer or in an electronic or machine-readable form:					
Printed copy of record*		Printed copy of information derived from the record		Copy in computer-readable format*	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?				Yes	No

NOTES:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances, in such a case you will be informed if access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

If you qualify for exemption of the payment of any fee, please state the reason for exemption:

Notice of decision regarding a request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner, and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?	
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Signed at _____

This _____ day of _____ 20____

Signature of requestor/person on whose behalf the request is made.

9. Contact with the Regulator

Information Officer

Chief Executive Officer:

Mr. Mosalanyane Mosala

Contact Person:

Ms. Pfano Nenweli

Email:

PNenweli@justice.gov.za

Deputy Information Officer:

Ms. Varsha Sewlal

Email:

VarSewlal@justice.gov.za

Physical Address:

JD House, 27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal Address:

P.O. Box 31533
Braamfontein
Johannesburg
2017

Telephone:



010 023 5200

Reference: https://dpe.gov.za/wp-content/uploads/2023/08/PAIA-Guide-English_20210905.pdf

10. Process Records

Record Number	Record Name	Record Location	Record Retention
FSI.MA.02	Information Request Form	FSI Records Management Folder/MS Azure Cloud.	5 Years

11. Document Approval

Authorised by:	CTO		12 June 2025
		Signature	Date
	COO		12 June 2025
		Signature	Date



FSI

Get In Touch

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