



PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

EFFECTIVE FROM: 31st December 2021

TABLE OF CONTENTS

1.	LIST OF ACRONYMS AND ABBREVIATIONS	3
2.	PURPOSE OF PAIA MANUAL.....	3
3.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IFAW NPC	4
4.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE....	5
6.	DESCRIPTION OF THE RECORDS OF IFAW	7
7.	DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY IFAW	8
8.	PROCESSING OF PERSONAL INFORMATION BY IFAW	11
9.	AVAILABILITY OF THE MANUAL	13
10.	OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION.....	14
11.	REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION....	14
12.	UPDATING OF THE MANUAL.....	14
13.	ANNEX 1: REQUEST FOR ACCESS.....	16
14.	ANNEX 2: REQUEST FOR DELETION.....	19

1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|--|
| 1.1 | “CEO” | Chief Executive Officer; |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IFAW” | International Fund for Animal Welfare NPC; |
| 1.4 | “IO” | Information Officer; |
| 1.5 | “Minister” | Minister of Justice and Correctional Services; |
| 1.6 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator” | Information Regulator; and |
| 1.9 | “Republic” | Republic of South Africa. |

2. PURPOSE OF PAIA MANUAL

The aim of this Manual is to assist members of the public in requesting access to information from the International Fund for Animal Welfare NPC (IFAW). It is intended to enable a member of the public to -

- 2.1 check the categories of records held by IFAW which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of IFAW, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of IFAW which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if IFAW 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if IFAW 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IFAW NPC

3.1 Chief Information Officer

Name: Neil Greenwood
Tel: 021 7018642
Email: ngreenwood@ifaw.org

3.2 Deputy Information Officer

Name: Ronelle Petersen
Tel: 021 7018642
Email: rpetersen@ifaw.org

3.3 National Office

Postal Address: P.O. Box 30975, Tokai 7966
Physical Address: Suite 8 & 9, Madison Place, Alphen Office Park
Constantia Main Road, Constantia, 7806
Telephone: 021 7018642
Email: info-za@ifaw.org
Website: <https://www.ifaw.org/africa>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Regulator has, in terms of section 10(1) of PAIA, as amended, 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.

The Guide is available [here](#) and is provided in each of the official languages and in braille.

Any queries or complaints should be directed to:

Regulator's address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Regulator's mailing address: P.O Box 31533, Braamfontein, Johannesburg, 2017
General enquiries: enquiries@info regulator.org.za.

5. CATEGORIES OF RECORDS OF IFAW WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Listed here are the categories and types of records held by IFAW which may be obtained without having to formally request access. The availability of the records and where they might be accessed is listed in the table below.

Category of records	Types of Record	Available on Website	Available upon request
Finance	Annual Financial Statements	X	X
IFAW Staff	Profiles of Programmatic Staff	X	X
IFAW Board	Profiles of Board Members	X	X
IFAW Global Ambassadors	Profiles of Global Ambassadors	X	X
Institutions & Foundations	Profiles of key partners	X	X
Partners on the ground	Information on organisations & individuals with whom IFAW collaborates	X	X
Corporate Partners	Profiles of Corporate Partners	X	X

6. DESCRIPTION OF THE RECORDS OF IFAW

We have used all available resources and best efforts to provide a comprehensive list of applicable legislation, however, it is possible legislation not encompassed below may be applicable. Please reach out to us directly if you feel there is legislation missing from this list and we will evaluate. We will update this section from time to time.

Records are kept in accordance with such South African legislation as is applicable to IFAW South Africa. This includes, but is not limited to, the following:

Category of Records	Applicable Legislation
Non-Profit Compliance	Companies Act 71 of 2008 Non Profit Organisations Act (No 71 of 1997) Non-Profit Organisations Amendment Act (2000)
Information Compliance	Promotion of Access to Information Act 2 of 2000 Protection of Personal Information Act (No 4 of 2013)
Human Resources	Basic Conditions of Employment Act (No 75 of 1997) Compensation for Occupational Injuries and Diseases Act (No 130 of 1993) Organisations Amendment Act (2000) Skills Development Levies Act (No 9 of 1999) Workmen's Compensation Act (No 30 of 1941) Unemployment Insurance Act (No 63 of 2001) Unemployment Insurance Contributions Act (2002)
Intellectual Property	Trade Marks Act (No 194 of 1993)
Taxation/Finance	Value Added Tax Act (No 89 of 1991) Income Tax Act (No 58 of 1962) National Credit Act, No.34 of 2005
Communication	Electronic Communications and Transactions Act (No. 25 of 2002)

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY IFAW

This list is intended to cover all subjects and categories of records IFAW holds, however, it is possible that IFAW holds other records not listed below. If IFAW becomes aware of such records, the list will be updated accordingly.

Listed here are the subjects and categories of records held by IFAW as may be required for the running of the organisation. This includes, but is not limited to the following:

Subjects on which the body holds records	Categories of records
Corporate Governance	- Documents of incorporation - Memorandum of Incorporation - Company registration - Records of Board meetings - Written resolutions - Details of Board members, appointments & personal profiles - Strategic plan - Policies & procedures - Guiding Principles - Publications - Other statutory records
Programmatic work	- Policies - Details of projects - Details of impact - Quarterly reports - General correspondence
Human Resources	- HR policies and procedures - Employee contracts & records - Employment policies and procedures - Employment equity plan - Medical aid records - Pension fund records

Subjects on which the body holds records	Categories of records
	- Performance reviews - Disciplinary records - Annual leave records - Records of Interns/volunteers/contractors/ consultants/ temporary staff contracts & records - Advertised posts - Personal records provided by personnel - Organisation chart - Related correspondence
Financial records	- Payroll details - Work-related benefits - Budgets - Accounting records - Invoices - Financial reports - Payment of invoices - Tax returns - PAYE records - Insurance policies - Annual financial statements - Bank statements - Regional services levies - Skills development levies
Donor & Supporter records	- Contact details - Bank account details - Details of previous and future donations - Details of planned bequests - Details of correspondence sent and received - Details of direct marketing lists - Social media information - Sensitive information - Electronic supporter data bases for Customer Relationship Management
Estate (Legacy) Administration	- Details of Executors

Subjects on which the body holds records	Categories of records
	- Details of correspondence sent and received - Details and amount of bequest
Grantor & Grantee Data	- Contact details - Bank account details - Details of grant purpose and monetary value - Details of grant administration
Information technology	- Hardware & software - Security and information policies - Data breach policy & procedures - Technical & Organisational management documents - Software licensing
Communications	- Position statements - Press releases - Media library - Journalists - Social media influencers
Legal	- Contracts with vendors & suppliers - List of suppliers - Standard terms and conditions for suppliers - Legal disputes or other proceedings - Details of legal advice - Policies - Trademark information
Operations Records	- Access control records - Health and Safety records

8. PROCESSING OF PERSONAL INFORMATION BY IFAW

8.1 Purpose of Processing Personal Information

- 1) Staff administration;
- 2) General administration;
- 3) Soliciting and receiving donations from donors;
- 4) Administration of donor records & management of donor relationships;
- 5) Administration of legacies;
- 6) Administration of grants;
- 7) Fulfilment of IFAW's objectives.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Below is a list of the categories of data subjects for which IFAW processes data and the types of personal information processed in order to achieve our strategic conservation and animal welfare objectives.

Categories of Data Subjects	Personal Information that may be processed
Donors & Legators	Names; contact details; gender; pet ownership; contact preferences; details of interest in IFAW campaigns; banking details; details of donations made or pledged; details of correspondence; IFAW event attendance; electronic identifiers.
Executors	Names; contact details; copy of will/trust; relationship to legator.
Employee (including interns/volunteers/contractors/temps consultants)	Names; contact details; date & place of birth; marital status; gender; commencement & termination dates; recruitment information; terms and conditions of employment; salary & benefits-related information; social security & tax related data; membership of occupational health and life insurance; bank account details; national, government, tax and social security numbers; work schedule; attendance information; visual image; promotions, appraisals, evaluations;

Categories of Data Subjects	Personal Information that may be processed
	reported complaints; grievance and disciplinary information; expense reports; passport details; work travel details
Grantor & Grantee data	Names; contact details; organisational name and contact details; amount of grant received or delivered; bank account details; gender
Communications data	Names & contact details of journalists; correspondence with the same; social media contacts of influencers
Board Members	Names; contact details; dates of birth.
Service Providers	Names; contact details; registration number; VAT registration number; bank details.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Below is a list of the persons/entities to which IFAW may disseminate personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
All of the information as described in Sections 5-8	IFAW US and other IFAW Global Entities
	Suppliers and service providers who perform services on our behalf.
	Banks and other financial institutions
	Business partners
	Regulatory and governmental authorities or other authorities, including tax authorities, and where we have a legal duty or a legal right to do so.

8.4 Planned trans-border flows of personal information

Given that IFAW is an international organisation, personal information may be transferred to and stored outside of South Africa. All categories of data that IFAW collects will be transferred to, processed by and stored at, our U.S. entity – International Fund for Animal Welfare, Inc., a Massachusetts non-profit corporation registered at 290 Summer St., Yarmouth Port, Massachusetts 02675, USA. Some categories of data will also be transferred to, processed by and stored at, other IFAW Global entities.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

IFAW has a number of policies in place to ensure Information Security. This includes an Acceptable Use policy; Data Security policy and Data Security Incidents & Data Breach procedure. In addition, technical and organisational measures are in place to ensure that all IFAW locations or contracted third-parties that use, process or store personal data on our behalf are required to adhere to. These requirements include protective measures for:

- 1) Physical access control;
- 2) System Access control;
- 3) Data Access control;
- 4) Transfer control;
- 5) Input control;
- 6) Job control;
- 7) Availability control;
- 8) Purpose control.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://www.ifaw.org/africa>;

9.1.2 at Southern Africa office of the International Fund for Animal Welfare for public inspection during normal business hours;

9.1.3 to any person upon request; and

9.1.4 to the Information Regulator upon request.

10. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

Any person whose personal information is held by IFAW may submit an objection to the processing of their personal information. To submit an objection, please reach out to IFAW's Deputy Information Officer. The Deputy Information Officer will provide reasonable assistance as necessary to the data subject, free of charge, to enable the data subject to make the objection. IFAW will provide a response to all objections within thirty (30) days.

11. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

Any person whose personal information is held by IFAW may submit a request that the information be corrected or deleted. To submit a request for correction, please reach out to IFAW's Deputy Information Officer. To submit a request for deletion, please fill out Annex 2. The Deputy Information Officer will provide reasonable assistance as necessary to the data subject, free of charge to enable the data subject to make the request. IFAW will provide a response to all correction and deletion requests within thirty (30) days.

12. UPDATING OF THE MANUAL

The Information Officer of the International Fund for Animal Welfare NPC will, on a regular basis, update this manual.

Per Section 51 of the Promotion of Access to Information Act of 2000, and enforced by the Information Regulator of South Africa, the International Fund for Animal Welfare NPC is required to publish a PAIA Manual and make it readily available. As of 31 December 2021, IFAW has published a PAIA Manual in order to comply with the updated legislation in South Africa.

Issued by

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.

Neil Greenwood, Information Officer
Regional Director, Southern Africa

ANNEX 1

REQUEST FOR ACCESS

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If request is made on behalf of another person, proof of such authorisation, must be attached to this form.*
3. *If sending by e-mail, please send to both the Information Officer and Deputy Information Officer.*

TO: The Information Officer
Neil Greenwood
P.O. Box 30975
Tokai 7966

Information Officer's E-mail Address: ngreenwood@ifaw.org

Deputy Information Officer's E-mail Address: rpetersen@ifaw.org

Mark with an "X"

☐ Request is made for my own details. ☐ Request is made on behalf of another person.

Personal Information – Information of the person requesting access	
Full Names	
Identity Number	
Postal Address	
Street Address	
E-mail Address	
Business Number	
Fax Number	
Telephone Number	
ONLY COMPLETE THIS SECTION WHEN REQUESTING INFORMATION ON BEHALF OF ANOTHER PERSON	
Personal Information – Information about the person whose information is requested	
Full names of person whose information is being requested	
Capacity in which request is made (<i>when made on behalf of another person</i>)	
Identity Number	
Postal Address	
Street Address	
E-mail Address	
Business Number	

Fax Number		
Telephone Number		
Particulars of Record Requested		
<i>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 on a separate page and attach it to this form. All additional pages must be signed.)</i>		
Description of record or relevant part of the record		
Reference number, if available		
Any further particulars of record		
Type of Record (Mark the applicable box with an "X")		
Record is in written or printed form		
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		
Form of Access (Mark the applicable box with an "X")		
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)		
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)		
Transcription of soundtrack (written or printed document)		
Copy of record on flash drive (including virtual images and soundtracks)		
Copy of record on compact disc drive (including virtual images and soundtracks)		
Copy of record saved on cloud storage server		
Manner of Access (Mark the applicable box with an "X")		
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)		

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Particulars of Right to Be Exercised or Protected <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right	

You will be notified in writing whether your request has been approved or denied. IFAW will provide a response to all access requests within thirty (30) days. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____.

Signature of Requester/person on whose behalf request is made

For Official Use

Reference number	
Request received by (State Rank, Name and Surname of Information Officer)	
Date received	

Signature of Information Officer/Deputy Information Officer

ANNEX 2

REQUEST FOR DELETION OR CORRECTION OF PERSONAL INFORMATION

[In terms of Section 24(1) of the Protection of Personal Information Act, 2018 Regulation 3]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If request is made on behalf of another person, proof of such authorisation, must be attached to this form.*
3. *If the space provided for in this form is inadequate, submit information as additional numbered pages and sign each page.*
4. *If sending by e-mail, please send to both the Information Officer and Deputy Information Officer.*

TO: The Information Officer
Neil Greenwood
P.O. Box 30975
Tokai 7966

Information Officer's E-mail Address: ngreenwood@ifaw.org

Deputy Information Officer's E-mail Address: rpetersen@ifaw.org

Mark with an "X"

☐ Request is made for my own details. ☐ Request is made on behalf of another person.

Personal Information – Information of Person Requesting Correction/Deletion	
Full Names	
Identity Number	
Postal Address	
Street Address	
E-mail Address	
Business Number	
Fax Number	
Telephone Number	
ONLY COMPLETE THIS SECTION WHEN REQUESTING CORRECTION/DELETION ON BEHALF OF ANOTHER PERSON	
Personal Information – Information about the person for whom correction/deletion is requested	
Full names of person on whose behalf request is made	
Capacity in which request is made (<i>when made on behalf of another person</i>)	
Identity Number	

Postal Address	
Street Address	
E-mail Address	
Business Number	
Fax Number	
Telephone Number	
Full names of person on whose behalf request is made <i>(if applicable)</i>	
Identity Number	
Postal Address	
Street Address	
E-mail Address	
Business Number	
Fax Number	
Cellular Number	
Information to Be Deleted or Destroyed/Corrected (Please delete as applicable)	
Reason(s) for request to Delete/Destroy/Correct	

You will be notified in writing whether your request has been approved or denied. IFAW will provide a response to all access requests within thirty (30) days. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____.

Signature of Requester/person on whose behalf request is made

For Official Use

Reference number	
Request received by (State Rank, Name and Surname of Information Officer)	
Date received	

Signature of Information Officer/Deputy Information Officer