

## INSTITUTIONAL REGULATORY CODE

<b>Policy Framework</b>		<b>Regulations/rules</b>	
<b>Policy</b>		<b>Terms of reference</b>	
<b>Procedure (Manual)</b>	X	<b>Local documents</b>	
<b>Guidelines</b>		<b>Other (name)</b>	

**Title:** Promotion of Access to Information (PAIA) Manual

**Category:** Governance  
Academic  
Management X

**Approval authority:** Council

Senate

Vice-Chancellor's Management Committee

(VCMC) X

Relevant executive manager

**Responsible Officer:** Registrar

**Designated Officer:** Deputy Director: Records Management

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### **Section references (please indicate below)**

Teaching and Learning	Registrar	X
Research, Innovation and Engagement	Vice-Chancellor's Office	
Resources and Operations		

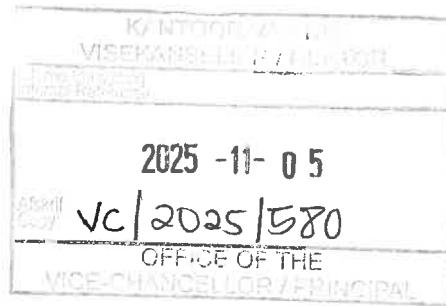
### **Approved by:**

VCMC

Resolution: E VCMC 2/25/01

Approved date: 30 June 2025

Signature of approval:



Central University of  
Technology, Free State

## PAIA MANUAL

**Prepared in terms of section 14 of the Promotion of Access to Information Act  
(Act No. 2 of 2000) (as amended)**

## TABLE OF CONTENTS

1. DEFINITIONS AND ABBREVIATIONS.....	4
2. PURPOSE OF THIS PAIA MANUAL.....	4
3. ESTABLISHMENT OF THE UNIVERSITY .....	4
4. STRUCTURE AND FUNCTIONS OF THE UNIVERSITY .....	5
5. PROCEDURE TO APPLY FOR ACCESS TO INFORMATION .....	7
6. Grouds for refusal TO GRANT accesS to information .....	7
7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT, OR FAILURE TO ACT, BY THE UNIVERSITY .....	8
8. GUIDE ON HOW TO USE PAIA AND OBTAIN ACCESS TO THE GUIDE .....	8
9. DESCRIPTION OF THE SUBJECTS ON WHICH THE UNIVERSITY HOLDS RECORDS, AND CATEGORIES OF RECORDS HELD BY THE UNIVERSITY	10
10. CATEGORIES OF UNIVERSIY RECORDS THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	11
11. UNIVERSITY SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC, AND HOW TO GAIN ACCESS TO THOSE SERVICES .....	12
12. PROCESSING OF PERSONAL INFORMATION .....	12
13. AVAILABILITY OF THE MANUAL .....	14
14. INFORMATION OFFICER.....	15
15. DEPUTY Information OFFICERS.....	15
16. UPDATING OF THE MANUAL.....	15

## 1. DEFINITIONS AND ABBREVIATIONS

1.1.	“DIO”	Deputy Information Officer
1.2.	“IO”	Information Officer
1.3.	“PAIA”	Promotion of Access to Information Act (Act No. 2 of 2000) (as amended)
1.4.	“Personal information”	Any information relating to an identified or identifiable natural person, directly or indirectly, in particular by reference to an identifier such as a name, an identification (ID) number, location information, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
1.5.	“PFMA”	Public Finance Management Act (Act No.1 of 1999) (as amended);
1.6.	“PoPIA”	Protection of Personal Information Act (Act No.4 of 2013)
1.7.	“Regulator”	Information Regulator
1.8.	“Republic”	Republic of South Africa
1.9.	“The university”	Central University of Technology, Free State (CUT)

## 2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1. check the nature of the records that may already be available at the university, and the need for submitting a formal PAIA request;
- 2.2. understand how to make a request for access to a record of the university;
- 2.3. access all the relevant contact details of the people who will assist the public with the records they intend to access;
- 2.4. know all the remedies available from the university regarding requests for access to the records, before approaching the Regulator or the courts;
- 2.5. have a description of the services the university has available to members of the public, and how to gain access to those services;
- 2.6. have guidance on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- 2.7. if the body will process personal information, understand and be aware of the purpose of processing of personal information, the description of data subjects' categories of data subjects, and the information or categories of information relating thereto.
- 2.8. know if the university has planned to transfer or process personal information outside of the Republic of South Africa (RSA), and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9. know whether the university has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information that is to be processed.

## 3. ESTABLISHMENT OF THE UNIVERSITY

### 3.1. Objectives/mandates

Central University of Technology, Free State PAIA Manual

The Central University of Technology, Free State (CUT), as a public university of technology established under the Higher Education Act (1997), is mandated to provide quality higher education and training, with a focus on technological, vocational and professional programmes that respond to the needs of the community, industry, and the national economy. As a university of technology in South Africa, the institution serves to create skilful and responsible citizens.

#### **4. STRUCTURE AND FUNCTIONS OF THE UNIVERSITY**

The university functions in accordance with the Higher Education Act 101 of 1997. The Statute of the University was approved by the Minister of Higher Education in terms of the Higher Education Act 101 of 1997. It gives effect to any law or guidelines relating to the University.

##### **4.1. Structure**

The university's consists of:

- 4.1.1. the Chancellor;
- 4.1.2. the Vice-Chancellor and Principal;
- 4.1.3. the executive managers, including the deputy vice-chancellors and executive directors;
- 4.1.4. the Institutional Registrar;
- 4.1.5. Council and its committees;
- 4.1.6. Senate and its committees;
- 4.1.7. the Institutional Forum (IF);
- 4.1.8. the Convocation;
- 4.1.9. faculties and academic structures; and
- 4.1.10. the Students' Representative Council (SRC).

##### **4.2. Functions of the university**

The functions of the university include providing higher education and training, with an emphasis on technological and vocational programmes; conducting applied research and promoting innovation; facilitating work-integrated learning (WIL) to enhance student employability; fostering community engagement and partnerships with industry to address socio-economic needs; and contributing to national development priorities through skills development and knowledge creation.

#### 4.3. Key contact details for access to the university

##### 4.3.1. Information Officer

Name and surname	Prof. PZ Dube Vice-Chancellor and Principal
Telephone number	(051) 507 3001
Email address	<a href="mailto:vc@cut.ac.za">vc@cut.ac.za</a>
Physical address	Central University of Technology, Free State 20 President Brand Street, Bloemfontein 9301

##### 4.3.2. Deputy Information Officers:

Name and surname	A) Dr SM Dzingwa Institutional Registrar
Telephone number	(051) 507 3911
Email address	<a href="mailto:registrar@cut.ac.za">registrar@cut.ac.za</a>
Physical address	Main Campus Room 311, third floor, Lapeng Student Centre CUT 20 President Brand Street Bloemfontein 9301

Name and surname	B) Prof. WN Setlalentoa Acting Deputy Vice-Chancellor (DVC): Research, Innovation and Engagement
Telephone number	(051) 507 3347
Email address	<a href="mailto:PAIA@cut.ac.za">PAIA@cut.ac.za</a>
Physical address	CUT 20 President Brand Street Bloemfontein 9301

Name and surname	C) Prof. DP Ngidi DVC: Teaching and Learning
Telephone number	(051) 507 3622
Email address	<a href="mailto:PAIA@cut.ac.za">PAIA@cut.ac.za</a>
Physical address	CUT 20 President Brand Street Bloemfontein 9301

#### 4.4. General contact details for access to information

For any questions regarding PAIA or this PAIA Manual, please send an e-mail to the following:

Central University of Technology, Free State PAIA Manual

E-mail address	<a href="mailto:vc@cut.ac.za">vc@cut.ac.za</a> or <a href="mailto:registrar@cut.ac.za">registrar@cut.ac.za</a>
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#### 4.5. University details

Physical address	CUT 20 President Brand Street, Bloemfontein 9301
Postal address	CUT Private Bag X20539 Bloemfontein 9300
Telephone number	(051) 507 3911 (051) 507 3001
E-mail address	<a href="mailto:registrar@cut.ac.za">registrar@cut.ac.za</a>
Website	<a href="https://www.cut.ac.za">https://www.cut.ac.za</a>

### 5. PROCEDURE TO APPLY FOR ACCESS TO INFORMATION

- 5.1. To request access to records under PAIA, a requester must complete and sign the prescribed PAIA Application Form (*annexure A*). PAIA application is subject to a prescribed fee, and the completed application form must be submitted together with proof of payment.
- 5.2. Requests can be submitted through the following channels:
  - 5.2.1. By hand to the Registrar's Office.
  - 5.2.2. By post to the institutional address.
  - 5.2.3. By e-mail to [PAIA@cut.ac.za](mailto:PAIA@cut.ac.za) and [registrar@cut.ac.za](mailto:registrar@cut.ac.za).
- 5.3. All applications must comply with the requirements of sections 11(1) and 18 of PAIA. Section 11(1) provides for the general right of access, whilst section 18 outlines the procedural requirements for a valid request.
- 5.4. An application may be refused if it does not comply with these procedural requirements, even if the information is otherwise accessible.

### 6. GROUDS FOR REFUSAL TO GRANT ACCESS TO INFORMATION

- 6.1. The Information Officer of the university must refuse a request for access to a record if:
  - 6.1.1. its disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual; and
  - 6.1.2. the disclosure would cause harm to the commercial, financial or trade secrets of a third party, unless consent is given.
- 6.2. A record may not be refused if it:
  - 6.2.1. pertains to an individual who has consented in terms of section 48, or otherwise in writing, to its disclosure to the requester concerned;
  - 6.2.2. already in public;
  - 6.2.3. pertains to an individual's physical or mental health or well-being, and giving access thereto would be in the individual's best interests;
  - 6.2.4. pertains to an individual who is deceased, and the requestor is:
    - 6.2.4.1. the individual's next of kin; or

- 6.2.4.2. making the request with the written consent of the individual's next of kin.
- 6.2.5. Despite the grounds for refusal, access must be granted if the disclosure is in the public interest and outweighs any potential harm.

## **7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT, OR FAILURE TO ACT, BY THE UNIVERSITY**

- 7.1. A student or member of the public may file a complaint with the Information Officer or Deputy Information Officer in writing.
- 7.2. Staff members may use the CUT grievance procedure to lodge complaints or resolve internal disputes in accordance with the university procedures.
- 7.3. Should the complaint be in respect of an act, or a failure to act, in terms of PAIA, the person who is making the complaint may take such steps as are provided for in sections 74 to 82 of PAIA.
- 7.4. Internal appeals can be made through the submission of the following appeals form to the Deputy Information Officer (DIO):  
<https://cms.cut.ac.za/Files/Froala/458f6788-e0da-4ddc-a702-e90797a91916.pdf>
- 7.5. The requester or third party referred to in section 74 of PAIA may submit a complaint to the Information Regulator after the requester or the third party has exhausted the internal appeals procedure (see paragraph 7.8) against the decision of the university. This can be done by completing the following form: <https://cms.cut.ac.za/Files/Froala/09f01e49-4b79-40e9-8f64-1b46dd6766d5.pdf>, and e-mailing it to [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

## **8. GUIDE ON HOW TO USE PAIA AND OBTAIN ACCESS TO THE GUIDE**

- 8.1. In terms of section 10(1) of PAIA, as amended, the Regulator has updated and availed the revised guide on how to use PAIA 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 the Protection of Personal Information Act (PoPIA).
- 8.2. The guide is available in each of the official languages.
- 8.3. The aforementioned guide contains a description of:
  - 8.3.1. the objects of PAIA and PoPIA;
  - 8.3.2. the postal and street addresses, phone numbers, and e-mail addresses of:
    - 8.3.2.1. the information Officers of every public body; and
    - 8.3.2.2. each Deputy Information Officer of every public body designated in terms of section 56 of PoPIA<sup>1</sup>;
  - 8.3.3. the manner and form of a request for:

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<sup>1</sup> Section 56(a) of POPIA: *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

- 8.3.3.1. access to a record of a private body contemplated in section 50<sup>2</sup>;
- 8.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and PoPIA;
- 8.3.5. the assistance available from the Regulator in terms of PAIA and PoPIA;
- 8.3.6. 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:
  - 8.3.6.1. an internal appeal;
  - 8.3.6.2. a complaint to the Regulator; and
  - 8.3.6.3. an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal, a decision by the Regulator, or a decision of the head of a private body;
- 8.3.7. the provision of section 51<sup>3</sup>, requiring a private body to compile a manual, and how to obtain access to a manual;
- 8.3.8. the provision of section 52<sup>4</sup>, providing for the voluntary disclosure of categories of records by a private body;
- 8.3.9. the notices issued in terms of section 54<sup>5</sup> regarding fees to be paid in relation to requests for access; and
- 8.3.10. the regulations made in terms of section 92<sup>6</sup>.

8.4. 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:

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<sup>2</sup> Section 50(1) of PAIA: *A requester must be given access to any record of a private body if:*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>3</sup> Section 51(1) of PAIA: *The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

<sup>4</sup> Section 52(1) of PAIA: *The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.*

<sup>5</sup> Section 54(1) of PAIA: *The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

<sup>6</sup> Section 92(1) of PAIA provides that: "The Minister may, by notice in the Gazette, make regulations regarding:

- a) any matter which is required or permitted by this Act to be prescribed;
- b) any matter relating to the fees contemplated in sections 22 and 54;
- c) any notice required by this Act;
- d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- e) any administrative or procedural matter necessary to give effect to the provisions of this Act".

8.4.1. upon request to the Information Officer; and  
 8.4.2. from the website of the Regulator, at: <https://inforegulator.org.za>.

## 9. DESCRIPTION OF THE SUBJECTS ON WHICH THE UNIVERSITY HOLDS RECORDS, AND CATEGORIES OF RECORDS HELD BY THE UNIVERSITY

Please note that this list is merely a general indication of information possessed by the university. It will not necessarily be made available without approval, as certain records are confidential. Please feel free to consult the university's website for information that is already available, at <http://www.cut.ac.za>.

Subjects on which the University holds records	Categories of records held on each subject
Council, Executive Committee (Exco) of Council, and other committees of Council	Agendas of meetings Minutes of meetings List of members
Senate, the Executive Committee of Senate (Senex), and other committees of Senate	Agendas of meetings Minutes of meetings List of members
Vice-Chancellor's Management Committee (VCMC)	Agendas of meetings Minutes of meetings List of members
Strategic documents, plans and proposals	Annual reports Strategic Plan Annual Performance Plans
Human Resources (HR)	HR policies and procedures Advertised posts Employees records Learning and development (e.g., skills development and training plans) Employment Equity Plan and statistics
Faculty of Health and Environmental Sciences	Department of Agriculture Department of Clinical Sciences Department of Health Sciences Department of Life Sciences
Faculty of Engineering, Built Environment and Information Technology (IT)	Department of Built Environment Department of Civil Engineering Department of Electrical, Electronic and Computer Engineering Department of IT Department of Mathematical and Physical Sciences Department of Mechanical and Mechatronic Engineering
Faculty of Management Sciences	Department of Accounting and Auditing Department of Business Management Department of Business Support Studies Department of Government Management Department of Hospitality Management

	Department of Tourism and Event Management
Faculty of Humanities	Department of Communication Sciences Department of Design and Studio Art Department of Economics and Management Sciences Education Department of Language and Social Sciences Education Department of Mathematics, Science and Technology Education Department of Postgraduate Studies in Education Department of Educational and Professional Studies

#### 10. CATEGORIES OF UNIVERSIY RECORDS THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document type	Available on website	Available upon request
General information	General university facts Faculties Programmes Library services Research Contact information Campus map Annual reports Prospectus	X X X X X X X X X	X X X X X X X X
Legislation/regulations	PAIA Manual PAIA guidelines	X X	X X
News	Media Corporate publications Newsletters Links News archive	X X X X X	X X X X X
Policies	Privacy policy Disclaimer	X X	X X
Staff information	Support services Staff directory Staff Vacant posts	X X X X	X X X X
Student information	Prospective students: - General information - Course calculator - Applications Current students' information: - Calendars	X X X X X X	X X X X X X

	<ul style="list-style-type: none"> <li>- IT assistance</li> <li>- Programmes on campus</li> <li>- Services available</li> </ul> <p>Alumni newsletters</p> <p>International students:</p> <ul style="list-style-type: none"> <li>- General information</li> <li>- Applications</li> </ul>	X X X X	X X X X
Sustainable development	Contributions and activities in CUT academic projects	X X	X X
Tender information	Advertised tender invitations	X	X

## 11. UNIVERSITY SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC, AND HOW TO GAIN ACCESS TO THOSE SERVICES

### 11.1. Powers, duties and function

A comprehensive list of services is contained in the general prospectus of the university, the undergraduate prospectus, the postgraduate prospectus, and faculty yearbooks, which are available free of charge at the respective faculties. Alternatively, these services are detailed on the website of the university, at <https://www.cut.ac.za>.

## 12. PROCESSING OF PERSONAL INFORMATION

### 12.1. Purpose of processing

The purpose of processing personal information at CUT is to ensure efficient administration, compliance with legal requirements, and the enhancement of academic and operational functions. The PAIA Manual should be read in conjunction with the CUT PoPIA policy and procedure, which outline how personal information must be processed.

### 12.2. Description of categories of data subjects, and of the information, or categories of information, relating thereto

Categories of data subjects	Personal information that may be processed
Natural persons, such as job applicants, employees and staff, stakeholders and students	Names and surnames. Contact details (contact number(s), fax number(s), e-mail address(es)). Residential, postal or business addresses. Unique identifier/ID number Confidential correspondence; educational information (qualifications).

	<p>Ethnic or social origin, religious beliefs, sexual orientation, gender, pregnancy, marital status, race, age.</p> <p>Financial information, employment history, criminal behaviour, age, physical or mental health, disability, nationality.</p>
Juristic persons, such as third parties, contractors, suppliers, and service providers	<p>Names of contact people.</p> <p>Name of legal entity.</p> <p>Physical and postal addresses.</p> <p>Contact details (contact number(s), fax number(s), e-mail address(es)).</p> <p>Registration number.</p> <p>Financial, commercial, scientific or technical information and trade secrets.</p>

### **12.3. Recipients, or categories of recipients, to whom personal information may be supplied**

<b>Categories of personal information</b>	<b>Recipients, or categories of recipients</b>
ID number and names, for criminal checks	South African Police Services (SAPS)
Names, surnames, ID numbers, company registration numbers, VAT registration numbers, income tax numbers, and contact details	South African Revenue Service (SARS)
Qualifications, for qualification verifications	South African Qualifications Authority (SAQA)
Credit and payment history, or credit worthiness, for credit information	Credit bureaus
Dependent on request	<p>Statutory oversight bodies, regulators, or judicial commissioners of enquiry making a request for data.</p> <p>Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules (i.e., the Competition Commission in terms of the Competition Act (Act No. 89 of 1998)).</p> <p>Anyone making a successful application for access in terms of PAIA.</p> <p>Any person who conducts business with the university in the ordinary course of business.</p>

### **12.4. Planned transborder flows of personal information**

12.4.1. If a data subject visits the university's website from a country other than the country in which the university's servers are located (i.e., the

RSA), the various communications will necessarily result in the transfer of information across international boundaries.

- 12.4.2. The university may need to transfer a data subject's information to other affiliates or service providers in countries outside of South Africa, in which case the university will fully comply with applicable data protection legislation. This may happen if the university's servers or suppliers and service providers are based outside of South Africa; if the university's services are hosted in systems or servers outside of South Africa; and/or if a data subject uses the university's services and products while visiting countries outside of this area. These countries may not have data protection laws similar to those of South Africa.

**12.5. General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

- 12.5.1. The university is committed to implementing leading data security safeguards.
- 12.5.2. The university has specialised security teams that constantly review and improve its measures to protect data subjects' personal information from unauthorised access, accidental loss, disclosure or destruction.
- 12.5.3. If the university has a contract with another organisation to provide the university with a service/services to process a data subject's personal information on the university's behalf, the university will make sure that the service provider has appropriate security measures, and only processes the information in the way the university has authorised them to. These organisations will not be entitled to use a data subject's personal information for their own purposes. If necessary, the university's security teams will check such organisations, to make sure that they meet the security requirements the university has set.
- 12.5.4. Communication over the internet (such as e-mails) are not secure, unless they have been encrypted. A data subject's communication may go through a number of countries before being delivered, as this is the nature of the internet. The university cannot accept responsibility for any unauthorised access to, or loss of, personal information that is beyond the university's control.

**13. AVAILABILITY OF THE MANUAL**

- 13.1. This manual is available in the following three official languages:

- 13.1.1. English;
- 13.1.2. Afrikaans; and
- 13.1.3. Sesotho.

- 13.2. A copy of the manual is available:

- 13.2.1. on the website, at <https://www.cut.ac.za>;
- 13.2.2. at the head office of the university, at 20 President Brand Street, Westdene, Bloemfontein, for public inspection during normal business hours;
- 13.2.3. to any person upon request, and upon the payment of a reasonable prescribed fee; and
- 13.2.4. to the Information Regulator, upon request.

13.3. A fee for a copy of the manual, as contemplated in *annexure B* of the regulations, shall be payable per each A4-size photocopy made.

## **14. INFORMATION OFFICER**

14.1. Vice-Chancellor and Principal

## **15. DEPUTY INFORMATION OFFICERS**

15.1. Institutional Registrar

15.2. DVCs

## **16. UPDATING OF THE MANUAL**

The university will, if necessary, update and publish this manual on an annual basis.

## **ANNEXURES**

**Annexure A:** PAIA application form

<https://cms.cut.ac.za/Files/Froala/eb700ec5-1ffc-483f-9651-ec9bc79f6313.pdf>

**Annexure B:** Internal appeals form

<https://cms.cut.ac.za/Files/Froala/458f6788-e0da-4ddc-a702-e90797a91916.pdf>

**Annexure C:** Complaints form

<https://cms.cut.ac.za/Files/Froala/09f01e49-4b79-40e9-8f64-1b46dd6766d5.pdf>

**Annexure D:** Fees

<https://cms.cut.ac.za/Files/Froala/c38df979-72b9-411e-bd06-63ee37c3e2bf.pdf>