

Greenpark Pre-Primary & Grade R

("the School")

PAIA MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 ("PAIA" or "THE ACT")

TABLE OF CONTENTS

1. INTRODUCTION 3

2. LIST OF ACRONYMS AND ABBREVIATIONS 3

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF BACOCK 4

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE 5

6. CATEGORIES OF RECORDS HELD BY THE SCHOOL WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS 6

7. RECORDS HELD IN TERMS OF ANY OTHER LEGISLATION 7

8. CATEGORIES OF RECORDS HELD BY THE SCHOOL REQUIRING A PAIA REQUEST 8

9. PROCESSING OF PERSONAL INFORMATION 9

10. AVAILABILITY OF THE MANUAL 12

11 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS 12

12 FORM OF REQUEST 14

13 PRESCRIBED FEES 14

14 REMEDIES AVAILABLE WHEN A REQUEST IS DENIED 14

15. UPDATING OF THE MANUAL 15

ANNEXURE A - FORM 2: REQUEST FOR ACCESS TO RECORD 16

ANNEXURE B - FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE 20

ANNEXURE C: PAIA REQUEST PROCESS 23

ANNEXURE D - THE SCHOOL INTERNATIONAL AFRICA - OF SOUTH AFRICAN REGISTERED ENTITIES 24

1. INTROUCTION

1.1. Greenpark Pre-Primary and Grade R is a private body registered in terms of the company laws of South Africa, operating as an early childhood development centre / nursery school and pre-school, providing early learning, care and educational services to children.

2. LIST OF ACRONYMS AND ABBREVIATIONS

ACRONYM / TERM	MEANING
"CEO"	Chief Executive Officer.
"DIO"	Deputy Information Officer.
"IO"	Information Officer.
"Greenpark Pre-Primary and Grade R"	Means the school that is being referenced in this manual and is hereinafter refered to as "the School".
"Manual"	Refers to this PAIA Manual, together with all of its annexures, as amended from time to time, and published in terms of section 51 of PAIA.
"Minister"	Minister of Justice and Correctional Services.
"PAIA"	Promotion of Access to Information Act No. 2 of 2000(as Amended).
"Personal Information"	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;
"POPIA"	Protection of Personal Information Act No.4 of 2013.
"Regulator"	Information Regulator of South Africa.
"Republic"	Republic of South Africa.
"Website"	Means www.greenpark.co.za

3. PURPOSE OF THE MANUAL

3.1. This Manual serves as a guide to accessing Records held by the School. It is intended to provide guidelines to members of the public who wish to exercise their constitutional right of access to information.

3.2. Below you will find information on how to lodge your request, a description of the types of records we hold, grounds for refusal, what procedure will be followed in considering your request, the applicable fee structure and other applicable information.

3.3. This PAIA Manual is useful for the public to:

3.3.1 Confirm the categories of Records held by the School which are available without a person having to submit a formal PAIA request;

3.3.2 Have a sufficient understanding of how to make a request for access to a Record held by the School, by providing a description of the subjects on which the School holds Records and the categories of Records held on each subject;

3.3.3 Know the description of the Records of the School which are available in accordance with any other legislation;

3.3.4 Access the relevant contact details of the Information Officer and Deputy Information Officer of the School, who will assist the public with the Records they intend to access;

3.3.5 Know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;

3.3.6 Know if the School will process Personal Information, the purpose of such processing, and the description of the categories of Data Subjects and of the information relating thereto;

3.3.7 Know the description of the categories of Data Subjects and of the information or categories of information relating thereto;

3.3.8 Know the recipients or categories of recipients to whom Personal Information may be supplied;

3.3.9 Know if the School has planned to transfer or process Personal Information outside the Republic, and the recipients to whom it may be supplied; and

3.3.10 Know whether the School has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF BACOCK

COMPANY DETAILS	
Name of Company:	Greenpark Pre-Primary & Grade R
Head of Body:	Mrs Lauren Ball-Guymer (Principal)
Street Address:	Cnr 4th Avenue & 5th Street, Parkhurst, Johannesburg

Postal Address:	Same as above
Telephone Number:	011 0102380
E-mail:	reception@greenpark.co.za / principal@greenpark.co.za
Website:	www.greenpark.co.za
INFORMATION OFFICER DETAILS	
Name:	Mrs Nola Bennett-Park
Telephone Number:	011 0102380 / 072 282 1757
E-mail:	reception@greenpark.co.za
DEPUTY INFORMATION OFFICER DETAILS	
Name:	Mrs Lauren Futter
Telephone Number:	072 282 1757
E-mail:	reception@greenpark.co.za

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

5.1 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.

5.2 The Guide is available in each of the Republic's official languages and in braille.

5.3 The aforesaid Guide contains the description of:

5.3.1 The objects of PAIA and POPIA;

5.3.2 The postal and street address, phone and fax number and, if available, electronic mail address of:

5.3.2.1 The Information Officer of every public body, and

5.3.2.2 Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

5.3.3 The manner and form of a request for:

5.3.3.1 Access to a record of a public body contemplated in section 11[3]; and

[1] Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

[2] 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.

[3] Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

5.3.3.2 Access to a record of a private body contemplated in section 50[4].

5.3.4 The assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5 The assistance available from the Regulator in terms of PAIA and POPIA;

5.3.6 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-

5.3.6.1 An internal appeal

5.3.6.2 A complaint to the Regulator; and

5.3.6.3 An application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

5.3.7 The provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 The provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 The notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

5.3.10 The regulations made in terms of section 92[11].

5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5 The Guide can also be obtained:

5.5.1 Upon request to the Information Officer; or

5.5.2 From the website of the Regulator (https://www.justice.gov.za/inforeg/).

6. CATEGORIES OF RECORDS HELD BY THE SCHOOL WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

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[4] 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.

[5] Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 5 above

[6] 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.

[7] Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

[8] 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

[9] Section 22(1) of PAIA- The information officer of a public 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.

[10] 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.

[11] 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."

6.1 The table below details records that are generally made available by the School and can be accessed, for instance on its Website or by simple request, without a person needing to follow the formal PAIA request procedure.

Category of Records	Types of Record	Available on Website	Available upon Request
Corporate information and school profile	General information, school profile, curriculum overview and programme information	X	X
Publications and communications	Newsletters, circulars and general communications	X	X
Marketing materials	Brochures, pamphlets and enrolment information	X	X
Privacy compliance records	PAIA Manual and Privacy Notice	X	X
Terms of the School	Registration and enrolment terms and conditions		X

6.2 Requests for this information may be made by emailing reception@greenpark.co.za or contacting the school directly.

7. RECORDS HELD IN TERMS OF ANY OTHER LEGISLATION

7.1 Where applicable and insofar as the requester complies with the requirements set out in the relevant act, the requester may request information which is available in terms of the following legislation:

- Basic Conditions of Employment Act 75 of 1997
- Basic Education Laws Amendment Act 32 of 2024
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Children's Act 38 of 2005
- Close Corporations Act 69 of 1984 / Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Immigration Act 13 of 2002
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999

- Unemployment Insurance Act 63 of 2001
- Value-Added Tax Act 89 of 1991

7.2 While every reasonable effort has been made to compile a comprehensive list, it remains possible that the list may be incomplete. Should it come to the School's attention that existing or newly enacted legislation provides for access to records on a basis other than that prescribed by PAIA, the list will be updated accordingly. If a requester believes that a right of access to a record exists under any legislation, whether listed or not, they are required to clearly indicate the specific legislative provision upon which the request is based.

8. CATEGORIES OF RECORDS HELD BY THE SCHOOL EQUIRING A PAIA REQUEST

Information Available On Request

8.1 The School has under its control or in its possession the following records under the subjects described below. The categories of records are not exhaustive and are subject to amendment from time to time. A request made for access to these records will not be automatically granted but will be evaluated in accordance with the provisions of the Act, any other legal requirement, and The School's policies.

Record category	Record description
Governance / Corporate and Company Secretarial	Memorandum of Incorporation / founding documents, registration documents, information on directors / members, minutes of meetings, resolutions, member / share registers.
Financial and Accounting	Financial statements, source documents, accounting records, asset registers, banking records, invoices, receipts, tax and VAT returns.
Human Resources	Personnel files, employment contracts and conditions of service, payroll, leave and benefits records, disciplinary and grievance records, employment equity and skills development plans, training records, criminal background checks.
Learner / Child Records	Enrolment and registration forms, attendance registers, health and medical information (including immunisation records, allergies and chronic conditions), dietary requirements, emergency contact details, incident and accident reports, developmental and progress reports, photographs and consent forms.
Parent / Guardian Records	Identifying and contact information, banking details for fee payment, correspondence, consent forms and authorisations.
Administration, Operations and Property	Agreements with suppliers and service providers, lease agreements, security records (including CCTV footage), internal and external correspondence.
Health and Safety Records	Risk assessments, safety policies and procedures, incident registers, health protocols, and playground and equipment safety checks.
Information Technology	Computer software, licensing and maintenance agreements, records regarding computer systems, and IT usage policies.

Record category	Record description
Insurance	Insurance policies (including public liability) and claims records.

8.2 **Considerations before submitting a request:**

Before you submit a formal request for access the following need to be considered: -

a) Are you submitting the request for the exercise of protection of any of your legitimate rights?

The exercise of your rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance. This legislation may not be used for access to a record for criminal or civil proceedings or requested after commencement of such proceedings.

b) Is the information you require in record form and under the control of The School?

This Act only applies to records that have already been created, at the date of the request, and that are under the control of The School.The School is not obliged to receive any records on your behalf that are no longer under its control, even where The School created the record.

c) Do you have a legitimate right to access the record?

A request may only be made to exercise your own right, or where the request is made on behalf of another person, the requestor must submit proof of his/her capacity to act on behalf of the person in whose name the request is made. For example, a power of attorney must be submitted with the request where a legal representative makes the request on behalf of his/her client.

9. PROCESSING OF PERSONAL INFORMATION

9.1 The School will process personal Information in the ordinary course of business for a number of reasons including:

- Providing early childhood development, care and educational services to enrolled children;
- Managing the relationship with parents and guardians, including billing and fee collection;
- Ensuring the health, safety and wellbeing of children in the School's care, including managing medical, dietary and emergency contact information;
- Complying with legal and regulatory obligations, including those relating to early childhood development and education;
- General human resource and finance functions, including those obligations imposed by legislation;
- Recruitment of staff;
- Managing relationships with suppliers, service providers and strategic partners;
- Monitoring visitors to the premises for safety and security purposes, including CCTV; and
- Allowing for the proper functioning of the School's Website, including interface personalisation and ensuring the Website is safe and secure.

9.2 **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

Categories of Data Subjects	Personal Information that may be processed
Parents / Guardians	Identifying information (full name and identity number), contact information (e-mail, postal and physical address, telephone numbers), financial information (banking details for fee payments), emergency contact details, and correspondence.
Learners / Children	Identifying information (full name, date of birth, identity or birth certificate number), health and medical information (including immunisation records, allergies and chronic conditions), dietary requirements, developmental and educational information (progress and assessment reports), photographs and video images (for school activities, subject to consent), emergency contact and guardian details, and religious or cultural information where relevant to dietary or observance needs.
Employees and Job Applicants	Identifying information: full name, identity / passport / work visa number, employee number, date of birth, gender. Contact information: telephone numbers, e-mail, physical and postal address. Emergency contact information: name, relationship, and contact numbers. Remuneration information: banking and account details. HR and employment information: employment contracts, personnel files, leave records, disciplinary records. Background information: curriculum vitae, qualifications, criminal history (including for child-safety vetting), work experience. Legislation-required information: race / ethnicity, disability, employment and tax-related information. Other information: dietary preference, religious holidays, medical aid, provident or pension fund information.
Suppliers, Service Providers and Business Partners	Identifying information (entity or individual name, registration or identity number), contact information, transaction information (VAT numbers, invoicing details) and financial information (banking details).
Visitors to Premises	CCTV footage and other Personal Information processed for safety, security and access-monitoring purposes.

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

Category of Personal Information	Recipients or Categories of Recipients
Identity numbers and names, for criminal background and identification checks	South African Police Service and/or Department of Home Affairs; Criminal Background Verification Agencies
Qualifications, for verification purposes	South African Qualifications Authority; Qualification Verification Agencies
Credit and payment history, for creditworthiness verification	Credit Bureaus and credit verification agencies
Tax and VAT information of employees, suppliers and service providers	South African Revenue Service
Employee information, for legislative compliance and payroll	Department of Labour; payroll service providers

Category of Personal Information	Recipients or Categories of Recipients
Personal Information of parents, learners, employees and suppliers	Cloud storage and productivity solution providers (e.g. Microsoft 365 and/or Google Business); other service providers or third-party suppliers where the relevant transaction or service requires information sharing

9.3.1. The School may disclose Personal Information to third parties such as our holding company and service providers, for legitimate business purposes, in accordance with applicable law and subject to the applicable professional and regulatory requirements regarding confidentiality.

9.3.2. Should The School disclose information to third parties, the latter is obliged to use that Personal Information for the reasons and purposes the information was disclosed for. To this end, we have agreements/understanding in place with the relevant third parties to ensure that an adequate level of security and confidentiality is adopted by the third parties to which personal information is being transferred to.

9.3.3. The School may be obliged to disclose Personal Information where we have a duty to disclose in terms of law or where we believe it is necessary to protect our rights. This includes where we are required to disclose Personal Information as a result of litigation being instituted by or against us.

9.4 **Planned transborder flows of Personal Information**

9.4.1 The School may transfer Personal Information to recipients outside of the Republic. In the event that this happens, we will ensure compliance with POPIA and GDPR in relation to any cross-border transfers of Personal Information. For example, we will ensure that the third party who is the recipient of the information is subject to a law or binding agreement which provides for an adequate level of protection similar to POPIA and / or to GDPR.

9.5 **General description of Information Security Measures to be implemented by The School to ensure the confidentiality, integrity and availability of the information**

9.5.1 The School takes reasonable, appropriate and adequate technical and organisational measures to ensure that your Personal Information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or unauthorised access. We contractually mandate any third parties to which your personal information is transferred to do the same.

9.5.2 The School regularly reviews our security controls and related processes to ensure that Personal Information is secure. However, where there are reasonable grounds to believe that Personal Information has been accessed or acquired by any unauthorised person, we will notify the Regulator and the affected person(s), unless the Regulator or a public body responsible for detection, prevention or investigation of offences, informs us that such notification will impede a criminal investigation.

9.6. Objection to the Processing of Personal Information

9.6.1. Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the processing of his/her/its Personal by submitting such request to the Information Officer.

9.7. Request for Correction or Deletion of Personal Information

9.7.1. Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted submitting such request to the Information Officer.

9.7.2. To ensure the lawfulness and correctness of the data, the data subject may also request The School to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about the data subject that the company is no longer authorised to retain in terms of POPIA's retention and restriction of records provision

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available-

10.1.1 On our Website, which can be accessed by following this link: https://www.greenpark.co.za/

10.1.2 Head office of The School for public inspection during normal business hours;

10.1.3 To any person upon request and upon the payment of a reasonable prescribed fee; and

10.1.4 To the Information Regulator upon request.

10.2 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.

11 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

11.1. Upon receipt of a request for access to information, The School will be required to consider such a request in light of the provisions of section 50[12] of PAIA. Subject to such consideration, The School will be required to either grant such a request or refuse such a request. If The School elects to refuse access to a particular record, such refusal will be subject to The School interpretation of the various prescribed grounds for refusal as set forth in Chapter 4 of PAIA and in the table below:

Ground(s) For Refusal	Description and Explanation of Ground(s) for Refusal 3
Mandatory protection of privacy of third party who is a natural person [Section 63 of PAIA]	The School may refuse access to a record if the disclosure of that record would involve the unreasonable disclosure of personal information relating to a third party, including a deceased individual.

[12] (1) 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 this Act 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.
(2) In addition to the requirements referred to in subsection (1), when a public body, referred to in paragraph (a) or (b)(i) of the definition of "public body" in section 1, requests access to a record of a private body for the exercise or protection of any rights, other than its rights, it must be acting in the public interest.
(3) A request contemplated in subsection (1) includes a request for access to a record containing personal information about the requester or the person on whose behalf the request is made

Ground(s) For Refusal	Description and Explanation of Ground(s) for Refusal 3
Mandatory protection of commercial information of third party [Section 64 of PAIA]	The School may refuse a request for access to a record if the record comprises of or is constituted by the following information relating to a third party – Trade secrets of a third party; Financial, commercial, scientific or technical information, other than trade secrets, of a third party, which if disclosed is likely to cause harm to the commercial or financial interests of the third party; Information which has been supplied in confidence by a third party, the disclosure of which could reasonably be expected to place the third party at a disadvantage in contractual or other negotiations or is likely to prejudice the third party in commercial competition.
Mandatory protection of certain confidential information of a third party [Section 65]	The School may refuse access to a record which if disclosed would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or contractual relationship.
Mandatory protection of safety of individuals and protection of property [Section 66]	The School may refuse a request for access to record if its disclosure could reasonably be expected to endanger the life or physical safety of an individual, or if its disclosure would be likely to prejudice or impair the security of: a building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property; method(s), system(s), plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public or the security of property.
Mandatory protection of records privileged from production in legal proceedings [Section 67]	The School may refuse a request for access to a record if the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.
Commercial information of Private Body [Section 68]	The School may refuse a request for access to a record if the record contains (or comprises of): Trade secrets of the Private Body; Financial, commercial, scientific or technical information, other than trade secrets of the Private Body, the disclosure of which would be likely to cause harm to the commercial or financial interests of the Private Body; Information, the disclosure of which could reasonably be expected to put the Private Body at a disadvantage in contractual or other negotiations or prejudice the Private Body in commercial competition; A computer programme (as defined in section 1(1) of the Copyright Act 98 of 1978 as amended) owned by the Private Body, except insofar as it is required to give access to a record to which access is granted in terms of the PAIA Act.
Mandatory protection of research information of third party, and protection	The School may refuse a request for access to a record if the record contains information about research being or to be carried out by or on behalf of a third party/private body, the disclosure of which would be likely to expose the third party/private body, a person that is (or will be) carrying out the research on

Ground(s) For Refusal	Description and Explanation of Ground(s) for Refusal 3
of research information of private body [Section 69]	behalf of the third party/private body, or the subject matter of the research to serious disadvantage.

12 FORM OF REQUEST

12.1. To facilitate the processing of your request, kindly:

- Use the prescribed Form, Form 2, as provided in **Annexure A** hereto;
- Address your request to The School 's Information Officer and Deputy Information Officer;
- Provide sufficient details to enable The School to identify:
  - The record(s) requested.
  - The requester (and if an agent is lodging the request, proof of capacity).
  - The form of access required.
  - The postal address or e-mail of the requester in South Africa.
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right;
- The Information Officer or Deputy Information Officer will respond to a request in the format of Form 3, as listed in **Annexure B** hereto. The said form is used to report the outcome of a request as well as information regarding the required fees payable, if applicable.
- Kindly refer to **Annexure C** hereto, setting out the diagram of the PAIA request process

13 PRESCRIBED FEES

The following applies to requests (other than personal requests):

- A requestor is required to pay the prescribed fees (R140.00) before a request will be processed.
- If the preparation of the record requested requires more than the prescribed 6 (six) hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.

14 REMEDIES AVAILABLE WHEN A REQUEST IS DENIED

14.1. Internal Remedies

There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer or Deputy Information Officer is final.

If a request is denied and the requester is dissatisfied with the Information Officer's decision, the requestor will be required to exercise such external remedies at their disposal if a request for information is refused.

14.2. External remedies

A requestor or a third party who is dissatisfied with an Information Officer's refusal to disclose information or the disclosed information may within 30 (thirty) days of notification of the decision apply to a court with appropriate jurisdiction or contact the Information Regulator for relief.

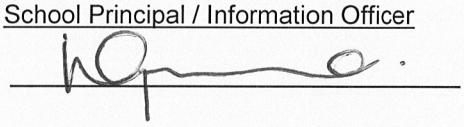
15. UPDATING OF THE MANUAL

15.1. The head of The School will on a regular basis update this manual.

Issued by the Information Officer of Greenpark Pre-Primary & Grade R

Name and Surname: Mrs Lauren Ball-Guymer

Title: School Principal / Information Officer

Signature: 

Greenpark Nursery School
c/r 4th Ave & 5th Street
Parkhurst, 2193
Tel - 011 442 9128
Fax - 011 447 1327
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