



PAIA MANUAL

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. **LIST OF ABBREVIATIONS**

- 1.1 “CFO” means the Chief Financial Officer
- 1.2 “COO” means Chief Operating Officer
- 1.3 “DIO” means Deputy Information Officer
- 1.4 “DVC” means Deputy Vice-Chancellor
- 1.5 “ELG” means Executive Leadership Group
- 1.6 “Higher Education Act” means Higher Education Act No. 101 of 1997
- 1.7 “MEC” means the Management Executive Committee
- 1.8 “PAIA” means the Promotion of Access to Information Act No. 2 of 2000 (as Amended)
- 1.9 “POPIA” means the Protection of Personal Information Act No.4 of 2013
- 1.10 “PsyCaD” means the Centre of Psychological Services and Career Development
- 1.11 “Regulator” means the Information Regulator
- 1.12 “SRC” means the Student Representative Council
- 1.13 “UJ Institutional Statute” means the Statute of the University of Johannesburg, Government Notice 42584, dated 19 July 2019
- 1.14 “UJ” means the University of Johannesburg

2. **PURPOSE OF THE PAIA MANUAL**

This PAIA Manual is useful for the public to:

- 2.1 discern the nature of the records which are available at UJ without the need for submitting a formal PAIA request;
- 2.2 understand how to make a request for access to a record of UJ;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from UJ regarding requests for access to the records before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from UJ, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if UJ will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if UJ 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
- 2.9 know whether UJ has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. **ESTABLISHMENT OF THE UNIVERSITY OF JOHANNESBURG**

- 3.1 The Minister of Education, in accordance with Section 23(1) of the Higher Education Act, consulted with the Council on Higher Education to merge the Rand Afrikaans University and the Technikon Witwatersrand into a single public higher education institution known as the University of Johannesburg on 1 January 2005. To access the Government Gazette, click [here](#). The UJ Institutional Statute is available [here](#).
- 3.2 UJ is a public higher education institution as set out in the Higher Education Act. UJ undertakes teaching, research and public service.
- 3.3 The 2025 UJ strategic plan is organised around 6 strategic objectives:
 - 3.3.1 excellence in research and innovation;
 - 3.3.2 excellence in teaching and learning;
 - 3.3.3 an international profile for global excellence and stature (GES);
 - 3.3.4 an enriching student-friendly learning and living experience;
 - 3.3.5 national and global reputation management;
 - 3.3.6 fitness for global excellence and stature (GES),
- 3.4 The Global Excellence and Stature (GES) Strategy, conceived in 2014, and now in its second iteration known as GES 4.0, is a specific investment initiative to accelerate the achievement of the strategic objectives, and to position UJ as a leader in developing people and technology appropriate for the Fourth Industrial Revolution (4IR) as it pertains to the African context. The UJ Strategic Plan underpins all

endeavours at UJ, and is incorporated in annual reporting processes, planning at faculty and divisional levels, and in the performance management system.

- 3.5 The 2021 UJ Strategic Plan, which is the latest annual version of the UJ Strategic Plan, incorporates 87 Key Performance Indicators (KPIs) in broader Key Performance Areas (KPAs), the vast majority of which, beyond new ones, have been tracked since 2013.

3.6 **Strategic Objectives**

3.6.1 **Strategic Objective 1: Excellence in Research and Innovation**

UJ aims to increase its stature and reputation through the quality, integrity and impact of its research endeavour, particularly as it engages with issues pertinent to the Fourth Industrial Revolution (4IR) in the Pan-African context. In this regard, the UJ Strategic Plan guides postgraduate output, research productivity, research collaboration, research impact, research funding, and research capacity in terms of staffing. In terms of innovation, the Key Performance Areas (KPAs) monitored relate to applied technology-driven research and innovation, and revenue from commercialisation.

3.6.2 **Strategic Objective 2: Excellence in Teaching and Learning**

UJ aims to establish pre-eminence and stature in teaching and learning and to promote outstanding achievements by the full range of its highly diverse student body in intellectually rigorous curricula which respond innovatively to the challenges of the 21st century in general, and the Fourth Industrial Revolution (4IR) in particular. The UJ Strategic Plan monitors enrolment targets, relevant programme and curriculum development, international collaboration, student achievement through various success and output indicators, graduate employability, and scholarly output on teaching and learning.

3.6.3 **Strategic Objective 3: An International Profile for Global Excellence and Stature (GES)**

UJ aims to build its international profile for Global Excellence and Stature (GES) through actively pursuing internationalisation in terms of students, staff and academic programmes. The UJ Strategic Plan monitors the recruitment of international students and staff, the number of students involved in study abroad programmes (inbound, outbound and online), institutional partnerships and collaboration on joint academic programmes.

3.6.4 **Strategic Objective 4: An Enriching Student-Friendly Learning and Living Experience**

UJ aims to provide an enriching student-friendly learning and living experience with excellent teaching and learning facilities, ongoing support through the entire cycle of studies, vibrant learning and living communities, and a responsible and respectful student culture and ethos. The UJ Strategic Plan monitors the teaching and learning facilities, student satisfaction, participation in SRC elections and students' voluntary service.

3.6.5 **Strategic Objective 5: National and Global Reputation Management**

UJ aims to manage its national and global reputation as a pan-African centre for critical intellectual inquiry achieved through extensive scholarship, participation in knowledge networks and profiling UJ achievements and research through public engagement, particularly in flagship areas such as the Fourth Industrial Revolution (4IR). The UJ Strategic Plan monitors Pan-African partnerships, public conferences and lectures at UJ on the Fourth Industrial Revolution (4IR), prestigious staff and student awards, brand survey results, global rankings positions, and public intellectual contributions of leaders and staff in global and national media on all matters, and on the Fourth Industrial Revolution (4IR) in particular.

3.6.6 **Strategic Objective 6: Fitness for Global Excellence and Stature (GES)**

UJ aims to be a well-governed, financially stable organisation fit for Global Excellence and Stature (GES) that employs a diverse and illustrious staffing complement to further its strategic objectives, and that promotes environmental sustainability in its policies and practices. The UJ Strategic Plan monitors efficiency and effectiveness, financial sustainability indicators, institutional culture through survey results and leadership

programmes, investment in the academic project, staff: student ratios, academic staff qualifications, employment strategies to build proportions of black, female, disabled and international staff, staff seniority and turnover indicators, as well as environmental sustainability and good governance indicators.

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

4.1 UJ operates in terms of the Higher Education Act and the UJ Institutional Statute (published in Government Gazette 42584 of 19 July 2019).

4.2 The Higher Education Act provides for the following structures of UJ:

4.3 **Council**

The Council is the highest governing body of UJ. The Council governs UJ in accordance with the provisions of the Higher Education Act and the UJ Institutional Statute and is accountable to the Minister of Higher Education, Science and Innovation. The Council executes its functions in accordance with the Higher Education Act and Section 8 of the UJ Institutional Statute.

Some of the functions performed by Council entail the appointment of the Chancellor; approval of the UJ Institutional Statute for submission to the Department of Higher Education; ensuring good governance and management of UJ; accountability for financial resources and institutional assets; monitoring the transformation process at UJ and approval of UJ's strategic plan, vision, mission, strategic goals, key performance indicators and annual performance plan.

The Council constitutes the following committees:

4.3.1 An Executive Committee;

4.3.2 Remuneration and Nomination Committee;

4.3.3 Audit and Risk Committee;

4.3.4 Human Resources and Social Ethics Committee;

4.3.5 Projects and Resourcing Committee;

4.3.6 Financial Sustainability Committee;

4.3.7 Joint committees of the Council and the Senate as agreed upon by the Council and the Senate; and

4.3.8 Other committees which the Council deems necessary.

4.4 **Senate**

Senate is the academic statutory committee as contemplated in section 28 of the Higher Education Act and in accordance with sections 19-28 of the UJ Institutional Statute. Senate regulates all the teaching, learning, research and other academic functions and activities of UJ, and all other functions delegated or assigned to it by the Council. Senate establishes committees in accordance with section 26 of the UJ Institutional Statute and approves the respective charters. Senate further notes, considers and approves the decisions taken or recommendations made by the Senate committees (in accordance with the approved delegation of authority of each committee).

The Senate constitutes the following committees:

4.4.1 An Executive Committee;

4.4.2 Higher Degrees Committee;

4.4.3 University Research Committee;

- 4.4.4 Senate Teaching and Learning Committee;
- 4.4.5 Senate Academic Freedom Committee;
- 4.4.6 Senate Research Ethics Committee; and
- 4.4.7 the Faculty Board of every Faculty is a standing committee of the Senate.

4.5 **Management Executive Committee**

The MEC is the senior management committee of UJ in accordance with section 46 of the UJ Institutional Statute. The MEC executes its functions in accordance with the Act and sections 46-49 of the UJ Institutional Statute.

The Management Executive Committee constitutes the following committees:

- 4.5.1 Management Executive Committee: Academic;
- 4.5.2 Risk Management Committee;
- 4.5.3 Transformation Committee; and
- 4.5.4 Commercialisation Committee.

4.6 **Institutional Forum**

The Institutional Forum functions in accordance with the Higher Education Act, and the UJ Institutional Statute and the authority delegated to it by the Council. The Institutional Forum advises the Council as contemplated in Section 51 of the UJ Institutional Statute, in accordance with the vision, mission, core values, strategic goals, strategic thrusts and subsequent KPIs, the principles of corporate governance and the legal and management framework of UJ. Institutional Forum further advises the Council on issues of relevant institutional policy, institutional culture and senior appointments of UJ.

4.7 **The Student Representative Council (SRC)**

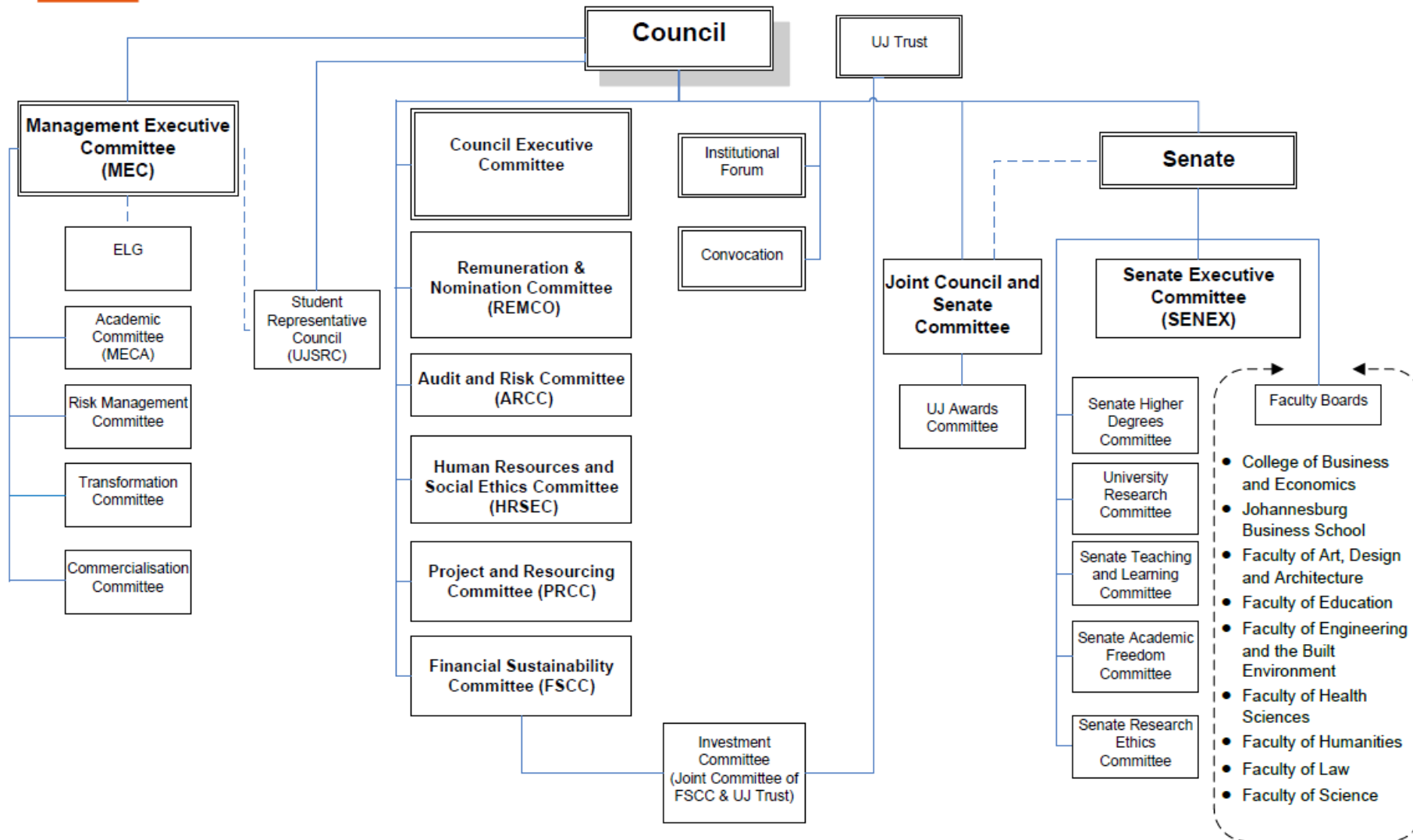
The SRC represents the student community and acts in its interests with regard to relevant academic and non-academic matters; supports and upholds the vision, mission, values and goals of UJ; liaises with the Council, the Senate, the Vice-Chancellor and Principal and the Management Executive Committee, Student Representative Councils of other institutions and the general public; promotes student participation in student affairs; and promotes academic diligence and excellence among students.

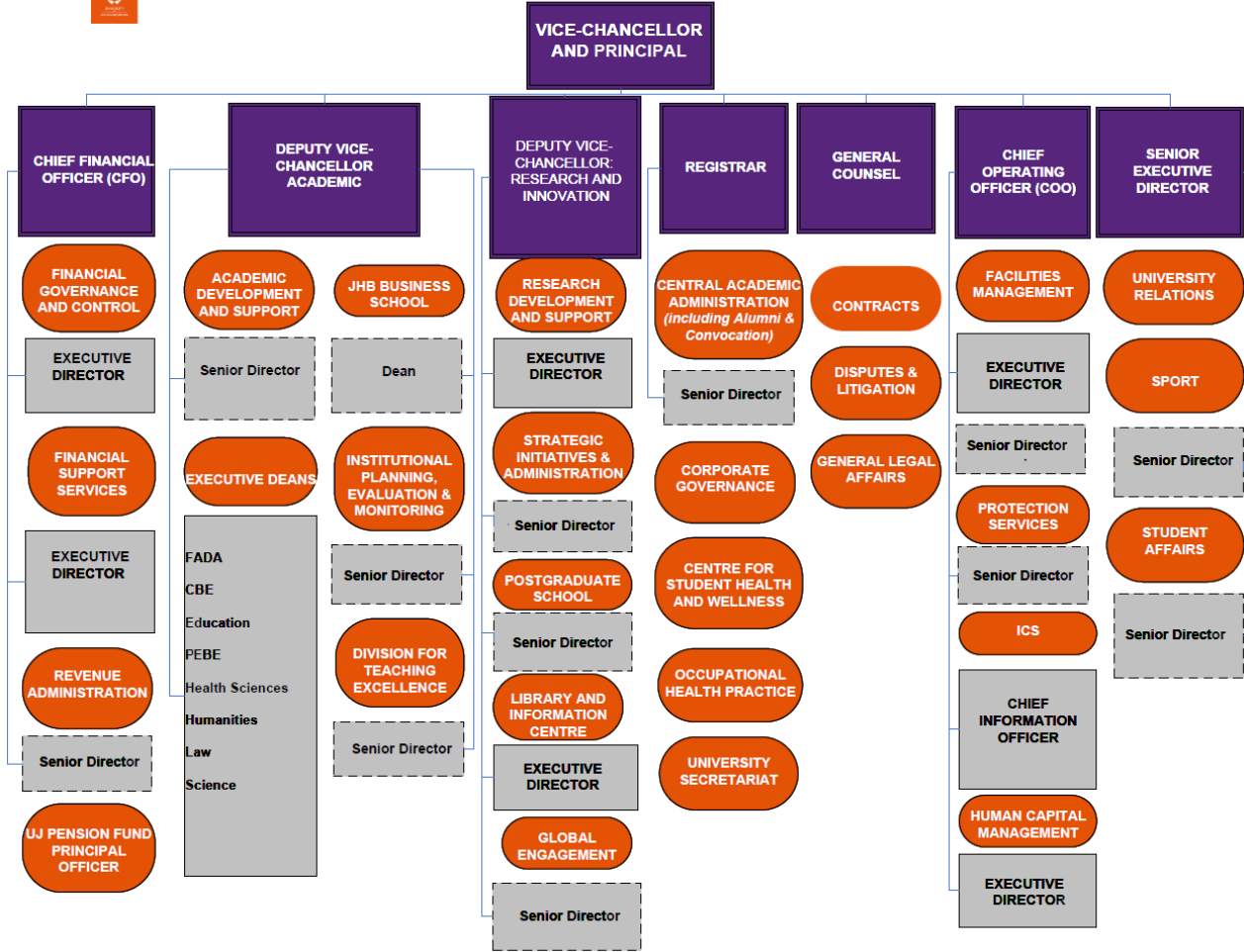
The structures listed function in accordance with the provisions of the Higher Education Act and the UJ Institutional Statute

A visual representation of the structure appears on the next page.



Governance / Committee Structures (October 2024)





5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE UNIVERSITY OF JOHANNESBURG

5.1 Information Officer

Name: Prof Lethokwa George Mpedi

Tel: 011 559 4805

Fax: N/A

Email: lgmpedi@uj.ac.za

The postal and physical address of the Information Officer is provided in 5.5 and 5.6.

5.2 Deputy Information Officers

Name	Designation	Telephone	Email
Prof B Jansen van Vuuren	Registrar	011 559 4850	bettinev@uj.ac.za
Ms N Mamorare	Chief Financial Officer	011 559 4811	nolwazim@uj.ac.za
Prof S Khan	Deputy Vice-Chancellor: Academic	011 559 4809	skhan@uj.ac.za
Prof R Phaswana-Mafuya	Deputy Vice-Chancellor: Research and Innovation	011 559 4815	refilwep@uj.ac.za
Dr M Ralephata	Chief Operating Officer	011 559 4863	mralephata@uj.ac.za
Mr A Pretorius	General Counsel	011 559 4818	driesp@uj.ac.za
Prof B Ngqulunga	Senior Executive Director	011 559 4831	ngqulungab@uj.ac.za

5.3 The postal and physical address of each Deputy Information Officer is provided in 5.5 and 5.6.

5.4 Contact details for access to information queries

Email: paia@uj.ac.za

5.5 National / Head Office

Postal Address: PO Box 524
Auckland Park
2006

5.6 **Physical Address:** Corner Kingsway and University Road, Auckland Park, Johannesburg

Telephone: 011 559 4555

Email: mylife@uj.ac.za

Website: <http://www.uj.ac.za>

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE UNIVERSITY OF JOHANNESBURG

6.1 Internal Appeal Measures

If you believe that a refusal by UJ to grant information is unjustified, or should you have grounds for complaints in terms of PAIA, an internal appeal may be lodged with UJ by completing [Form 04: Internal Appeal Form](#) (Regulation 9) and submitting it to paia@uj.ac.za or via UJ's online POPI and PAIA platform available at <https://www.uj.ac.za/about/about/popia-and-paia/>.

If UJ acts or fails to act in terms of PAIA, then the complainant may take steps set out in sections 74 to 82 of PAIA.

6.2 Process for complaining to the Information Regulator or any regulatory body

6.2.1 If you are not happy with a decision of UJ, and you have exhausted all applicable internal appeals, you may submit a complaint to the Regulator. For further information, we refer you to section 23 of the Guide referred to in 7 below.

6.2.2 A complaint can be lodged with the Regulator by completing and submitting [Form 05: Complaint Form](#) (regulation 10) and submitting it to PAIAComplaints@info regulator.org.za.

6.2.3 A complaint must be lodged within 180 days of receipt of the decision from UJ.

6.3 Process for approaching the Court with jurisdiction for appropriate relief.

6.3.1 If you are unsuccessful in an internal appeal, or aggrieved by a decision of the Regulator, you may make an application to a Court within 180 days of the applicable event. For further information, we refer you to section 24 of the Guide referred to in 7 below.

6.3.2 An application to Court under PAIA is done through civil proceedings, and should be used as a last resort. Cases for access to information can be heard before the Magistrate's Courts, as a court of first instance, and the High Court having jurisdiction. Failing to bring the application within a period of 180 days may be condoned by the Court if one shows that the interests of justice so require.

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

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

7.2 The Guide is available in each of the official languages.

7.3 The aforesaid Guide contains the description of-

7.3.1 the objects of PAIA and POPIA;

7.3.2 the postal and street address, phone and fax number and, if available,

7.3.3 electronic mail address of-

7.3.3.1 the Information Officer of every public body, and

7.3.3.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 POPIA;

- 7.3.4 the manner and form of a request for-
 - 7.3.4.1 access to a record of a public body contemplated in section 11 of PAIA; and
 - 7.3.4.2 access to a record of a private body contemplated in section 50 of PAIA;
 - 7.3.4.3 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 7.3.4.4 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 7.3.4.5 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-
 - (a) an internal appeal;
 - (b) a complaint to the Regulator; and
 - (c) 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;
- 7.3.5 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.6 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.7 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 7.3.8 the regulations made in terms of section 92 of PAIA.
- 7.4 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.
- 7.5 The Guide can also be obtained-
 - 7.5.1 upon request to the Information Officer;
 - 7.5.2 from the website of the Regulator <https://inforegulator.org.za/paia-guidelines/>.

8. **DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE UNIVERSITY OF JOHANNESBURG**

The fact that a subject or category of information is listed here does not necessarily mean that the records therein will be disclosed. All access is subject to the stipulations of inter alia POPIA, PAIA and other laws.

8.1 **Council, Senate and MEC**

Agendas, minutes of meetings and members' attendance lists.

- 8.2 **Student matters**
 - 8.2.1 Student records
 - 8.2.2 Academic records
 - 8.2.3 Examination papers, scripts
 - 8.2.4 Student bodies and associations
 - 8.2.5 Rules for students
 - 8.2.6 Student profiles and statistics

- 8.3 **Administrative matters**
 - 8.3.1 Agendas and minutes of meetings
 - 8.3.2 Admission requirements and policies
 - 8.3.3 University policies and procedures not on the website
 - 8.3.4 Academic regulations
 - 8.3.5 Convocation membership
 - 8.3.6 Membership lists of Faculty Boards and Committees
 - 8.3.7 University and Faculty Rules

- 8.4 **Employee matters**
 - 8.4.1 Employee records
 - 8.4.2 Payroll data
 - 8.4.3 Employee policies and procedures
 - 8.4.4 General conditions of service
 - 8.4.5 Employment equity information
 - 8.4.6 Employee lists
 - 8.4.7 Union membership

- 8.5 **Publications**
 - 8.5.1 Journals and monographs
 - 8.5.2 University newsletters and pamphlets
 - 8.5.3 University Calendar
 - 8.5.4 University Prospectus and handbooks

8.6 **Suppliers**

- 8.6.1 Name and contact details
- 8.6.2 Identity and registration numbers
- 8.6.3 Banking and financial information
- 8.6.4 Information about products and/or services
- 8.6.5 Other relevant information received from the suppliers

8.7 **Other**

- 8.7.1 Financial records and statements
- 8.7.2 Annual reports
- 8.7.3 Contracts
- 8.7.4 Research, scientific and technical records
- 8.7.5 Property and asset registers
- 8.7.6 Tax records
- 8.7.7 Insurance records
- 8.7.8 Internal correspondence
- 8.7.9 Regulatory documents
- 8.7.10 Records of:
 - 8.7.10.1 Alumni
 - 8.7.10.2 Funders
 - 8.7.10.3 Donors
 - 8.7.10.4 Collaborators
 - 8.7.10.5 Clients

9. **HOW TO REQUEST RECORDS HELD BY UJ IN TERMS OF SECTION 18 OF PAIA AND 23 OF POPIA**

9.1 A data subject may request UJ:

- 9.1.1 to confirm if UJ is processing their personal information;
- 9.1.2 for a copy of their personal information; and
- 9.1.3 other supplementary information (for example, how are we using it, who are we sharing it with, and where did we get it from).

- 9.2 A data subject is only entitled to their own personal information, and not to information relating to other people (unless the information is also about them, or they are acting on behalf of someone).
- 9.3 Requests for access to records:
- 9.3.1 of personal information held by UJ in terms of POPIA must be made by the requester using the using the URL <https://webapps.uj.ac.za/POPIExternalWeb>.
- 9.3.2 held by UJ in terms of PAIA must be made by the requester using the prescribed [Form 02: Request for Access to Record](#). Such a request must be made by submitting the prescribed form electronically on <https://webapps.uj.ac.za/POPIExternalWeb>.
- 9.4 Objections to processing of personal information
- 9.4.1 A data subject may in certain instances object, at any time, to the processing of personal information by UJ, on reasonable grounds relating to their particular situation, unless applicable law provides for such processing.
- 9.4.2 Such requests must be made by submitting the prescribed form electronically on <https://webapps.uj.ac.za/POPIExternalWeb>. Correction or deletion of personal information
- 9.4.3 A data subject may ask UJ to correct or delete personal information in UJ's possession or control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully.
- 9.4.4 A data subject may ask UJ to destroy or delete a record of personal information about a requester where UJ is no longer authorised to retain their records in terms of POPIA.
- 9.4.5 A requester who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer. Such requests must be made by submitting the prescribed form electronically on <https://webapps.uj.ac.za/POPIExternalWeb>.
- 9.5 In lodging a request, the requester must:
- 9.5.1 provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester;
- 9.5.2 indicate which form of access is required, and specify a postal address, fax number and/or email address within the Republic of South Africa;
- 9.5.3 indicate whether, in addition to a written response, the requester requests to be informed in any other manner and state the necessary particulars to be so informed; and
- 9.5.4 identify the right that the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of such right.
- 9.6 If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request, to the satisfaction of the Information Officer.
- 9.7 The Information Officer, as soon as reasonably possible, but in any event within 30 days, after the request has been received, shall decide whether or not to grant the request and notify the requester of its decision.
- 9.8 If the request for access is granted by the Information Officer, UJ will specify, in the notice referred to in clause 9.7, the access fee payable and the form in which access will be given to the requester.
- 9.9 If the Information Officer refuses access, UJ will provide adequate reasons for the refusal, based on the provisions of PAIA relied upon (and summarised in clause 10), in the notice referred to in clause 9.7.

- 9.10 The requester may lodge an application with a court to challenge UJ's decision, or the contents of the notice referred to in clause 9.7, in accordance with the procedure and time period specified in such notice.

10. **GROUNDINGS FOR REFUSAL IN TERMS OF CHAPTER 4 OF THE PAIA**

- 10.1 In terms of PAIA, there are certain grounds upon which UJ may refuse to grant a requester access to its records, as certain categories of information may be subject to protection in the interests of privacy. Such records which may be protected would include but would not be limited to records containing:

- 10.1.1 privileged information;
- 10.1.2 private information of a third party who is a natural person;
- 10.1.3 commercial information of a third party;
- 10.1.4 confidential information of a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations, or to prejudice that third party in commercial competition;
- 10.1.5 information that, if disclosed, could endanger the safety of an individual or could impair a party's protection of their property;
- 10.1.6 commercial information relating to the private body in question, which would include information regarding trade secrets, financial, commercial, or technical information, the disclosure of which would cause harm to the commercial or financial interests of the body; and
- 10.1.7 research information of a third party or of the private body in question.

11. **RECORDS NOT FOUND OR THAT DO NOT EXIST IN TERMS OF SECTION 23 OF PAIA**

- 11.1 If all reasonable steps have been taken to find a record, and such record cannot be found or if the record does not exist, the Information Officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 11.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the Information Officer with every person who conducted the search.
- 11.3 The notice, as set out in 11.1, shall be regarded as a decision to refuse a request for access to the record concerned for purposes of PAIA.
- 11.4 If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless access is refused by the Information Officer.
- 11.5 The attention of the requester is drawn to the provisions of Chapter 4 of PAIA, as set out in clause 10, in terms of which UJ may refuse, on certain specified grounds, to provide information to a requester.

12. **INFORMATION REQUESTED ABOUT A THIRD PARTY**

- 12.1 Section 47 of PAIA makes provision for a request for information or records about a third party.
- 12.2 In considering such a request, UJ will adhere to the provisions of sections 47 to 49 of PAIA, as well as the relevant provisions of POPIA.
- 12.3 The attention of the requester is drawn to the provisions of Chapter 5 of PAIA, in terms of which UJ is required to notify the third party of the request lodged in respect of information applicable to or concerning such third party. Within 21 days of being informed, the third party has an opportunity to grant their consent to the disclosure of the record, or to make representations (written or oral) as to why the requested record should not be disclosed to the requester. If UJ decides to grant access to the record, it will notify the affected third party of its decision to do so. In addition, PAIA entitles the third party to dispute the decision of the Information Officer by referring the matter to the High Court once all internal appeal procedures have been exhausted by the third party. The High Court will then determine whether or not the record should have been disclosed by UJ.

13. **CATEGORIES OF RECORDS OF THE UNIVERSITY OF JOHANNESBURG WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category	Document Type	Available on Website	Available on request
Student	<ul style="list-style-type: none"> - Academic Calendar - Faculty Rules and Regulations - University Regulations - Policy documents relevant to students - UJ Assessment information - UJ Prescribed booklists - List of Zero-Rated (Free) Sites - List of Privately Owned Student Accommodation (Accredited) Information 	X	
Legislation/Regulations	<ul style="list-style-type: none"> - Relevant legislation related to higher education - UJ Institutional Statute - University Academic Regulations - Relevant UJ policies that are external facing 	X	
B-BBEE	<ul style="list-style-type: none"> - UJ's BEE Certificate and rating 	X	
Strategic Documents	<ul style="list-style-type: none"> - Organisational Profile - List of ELG members and contact details - Annual Reports - Stakeholder Reports - Strategic Plan 	X	
Finance	<ul style="list-style-type: none"> - Fee-related information - Bursary-related information 	X	

14. **SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE UNIVERSITY OF JOHANNESBURG AND HOW TO GAIN ACCESS TO THOSE SERVICES**

- 14.1 A comprehensive list of services appears on the university's website. This can be accessed on the following URL: <https://www.uj.ac.za/>.
- 14.2 UJ has various publications, such as annual reports and stakeholder reports, etc. Information contained in these publications includes an overview of the core business. The publications further highlight developments and the performance of UJ. These publications can be accessed on the following URL: <https://www.uj.ac.za/about/publications/>.
- 14.3 UJ offers various programmes. These include subsidised and non-subsidised programmes. The various offerings per Faculty can be accessed on the following URL: <https://www.uj.ac.za/faculties/>.
- 14.4 UJ offers free online programmes. The various offerings can be accessed on the following URL: <https://findyourway.uj.mobi/your-student-journey/4ir/>.
- 14.5 Prospective applicants can access important information on the following URL: <https://www.uj.ac.za/admissions-aid/>.
- 14.6 A broad spectrum of psychological and educational services are offered by the Centre for Psychological Services and Career Development (PsyCaD) to UJ students (at no cost). UJ alumni can access services at a reduced rate. Services are also provided to external clients at a fee. A list of these services can be accessed on the following URL: <https://www.uj.ac.za/teaching-and-learning/academic-development-and-support/centre-for-psychological-services-and-career-development-psycad/>.

15. **PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE UNIVERSITY OF JOHANNESBURG**

- 15.1 Students and staff may participate in policy and decision-making processes of UJ in accordance with the provisions of the Higher Education Act, the UJ Institutional Statute and other internal structures as agreed with student and staff representatives.
- 15.2 Reasonable public participation will be afforded on merit to give effect to the right to procedurally fair administrative action in line with section 1 of the Promotion of Administrative Justice Act 3 of 2000 (the PAJA) and section 33 of the Constitution.

16. **PROCESSING OF PERSONAL INFORMATION**

16.1 **Purpose of Processing**

At UJ (“we”, “us”, “our”), one of our main priorities is the privacy of our staff, students, suppliers, and visitors. This privacy notice sets out UJ’s roles and responsibilities when it processes your personal information as well as the rights you have as a data subject. In summary:

- 16.1.1 We use your personal information to manage our organisation (including marketing communications where you have requested them), provide an education to students, recruit new staff, comply with our legal obligations, and improve and monitor the performance of our digital platforms.
- 16.1.2 We may add your personal information to our contacts database, which we manage, and which may be used by our departments.
- 16.1.3 We take steps to minimise the amount of personal information that we hold about you and to keep it secure.

- 16.1.4 We have measures in place to safeguard your personal information when we transfer it outside of South Africa.
- 16.1.5 We delete your personal information when we no longer need it, and we have policies in place to govern this.
- 16.1.6 You have a number of rights in relation to your personal information.
- 16.1.7 We are happy to answer your questions about any of the above – you can submit queries regarding our treatment of your personal information via the UJ website accessible from <https://www.uj.ac.za> (the “website”).

16.2 About this Privacy Notice

UJ collects, stores, uses, and protects personal information that can be associated with any of its stakeholders (data subjects), whether natural or legal persons, and which can be used to identify you or that person. UJ must collect and process applicable personal information about you when you engage with us. This enables us to manage our relationship with you and run the relevant university operations.

This Privacy Notice sets out the type of personal information we collect from you when:

- 16.2.1 You are a student, prospective student, recipient of UJ’s services, someone who has signed up to receive marketing communication from UJ, member of the public, donor, sponsor, or when you are just browsing UJ’s website.
- 16.2.2 You are applying (or enquiring) to become an employee, staff member, contractor, consultant, temporary or agency worker at UJ.
- 16.2.3 Someone else (such as a UJ alumni, supplier, or press contact).

16.3 Conditions for Lawful Processing

As a responsible party in terms of POPIA, UJ will adhere to and comply with the requirements relating to the lawful processing of personal information. Accordingly, when we collect and process your personal information we will do so in accordance with the following conditions:

- 16.3.1 **Accountability** – we will remain responsible for ensuring that your personal information is collected and processed in accordance with POPIA.
- 16.3.2 **Processing limitation** – we will process your personal information in a reasonable manner that is adequate, relevant, and not excessive and that does not infringe on your privacy.
- 16.3.3 **Purpose specification** – we will only collect your personal information for a specific, explicitly defined, and lawful purpose. We will not retain records of your personal information for longer than it is necessary for us to achieve the purpose for which it was collected.
- 16.3.4 **Further processing limitation** – further processing of your personal information must be compatible with the purpose for which that personal information was initially collected.
- 16.3.5 **Information quality** – we will take reasonable steps to ensure that your personal information that we process is complete, accurate, not misleading, and updated where necessary.
- 16.3.6 **Openness** – we will maintain records of our processing operations and we will use reasonable efforts to notify you when we collect your personal information.
- 16.3.7 **Security safeguards** – we will ensure that we, and anyone who processes your personal information on our behalf, maintain the integrity and confidentiality of your personal information.

16.3.8 **Data subject participation** – you are entitled to request records of your personal information that we hold, and to ask us to update, correct, or, in some cases, destroy your personal information that we hold.

16.4 **What are my rights?**

Under POPIA, you have the following rights, which we will always work to uphold:

16.4.1 To be informed about our collection and use of your personal information, as well as what records of your personal information we have. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions.

16.4.2 To request access to and the right to rectify, correct, or delete the personal information that has been collected about you.

16.4.3 To object to the processing of your personal information at any time.

16.4.4 To lodge a complaint with the Information Regulator if you believe that we have violated any of your rights. You can contact the Information Regulator at POPIAComplaints@inforegulator.org.za

16.5 **What personal information do we collect and why?**

Student, prospective student, recipient of UJ’s services, someone who has signed up to receive marketing communications from UJ, member of the public, or just browsing UJ’s website.

16.5.1 What type of personal information do we collect and where do we get it from?

16.5.1.1 The personal information we process about you broadly falls into five main categories: (i) contact information; (ii) identity and other regulatory information; (iii) billing information; (iv) marketing preferences; and (v) browsing and device usage information.

16.5.1.2 We collect your personal information from various sources. The table below sets out the different types of personal information that we collect and the sources we collect it from.

Category	Types of personal information	Collected from	Categories of recipients
Contact Information	<ul style="list-style-type: none"> • Name • Address • Telephone number • Place of work, job title and organisation contact information (if applicable) 	<ul style="list-style-type: none"> • You • Publicly available resources 	<ul style="list-style-type: none"> • Department of Higher Education and Training • Funders / Donors / Sponsors (if applicable)
Identity and other regulatory information	<ul style="list-style-type: none"> • Date of birth • Identification information (e.g. passport, utility bill and/or bank statement) • Academic information (e.g. matric results and previous academic transcripts) 	<ul style="list-style-type: none"> • You • Third-party systems used for our regulatory checks 	<ul style="list-style-type: none"> • Department of Higher Education and Training • Funders / Donors (if applicable)

Billing information	<ul style="list-style-type: none"> • Details relating to your account or enquiries, including account-related communications with you • Information about other people (e.g. your parents and/or guardians) that you share with us in connection with your account • Your billing, payment, and banking details 	<ul style="list-style-type: none"> • You • Advisors and other third parties 	<ul style="list-style-type: none"> • Debt collectors (if applicable)
Marketing preferences	<ul style="list-style-type: none"> • Marketing communications preferences • Your interests and preferences that you have provided 	<ul style="list-style-type: none"> • You 	<ul style="list-style-type: none"> • Alumni marketing (according to preference)
Browsing and device usage information	<ul style="list-style-type: none"> • Information automatically generated through your use of our websites and other digital platforms • IP address 	<ul style="list-style-type: none"> • You and your use of our digital platforms 	<ul style="list-style-type: none"> • None

16.6 What do we do with your personal information, and why?

- 16.6.1 We use your personal information for a few different purposes. We will ensure that we always have a lawful basis (i.e. a reason prescribed by law) for processing your personal information, such as where you have given your consent, where the processing is necessary for the performance of our obligations to you under a contract, where we are required by law to process your information, or where the processing is necessary for pursuing our legitimate interests or protecting your legitimate interests.
- 16.6.2 With your permission and/or where permitted by law, we will use your personal information for marketing purposes, which may include contacting you by email and/or telephone with information, news and offers on our services, courses and university life. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under applicable law, and you will always have the opportunity to opt-out.
- 16.6.3 We will only use your personal information for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal information for that purpose.
- 16.6.4 The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances.
- 16.6.5 We may also process certain special categories of personal information, such as information concerning your religious or philosophical beliefs, race, health or sex life, or personal information of minors, which require a higher standard of protection under applicable laws. For these special categories of personal information, different lawful bases apply. The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances. We also have policies in place explaining our procedures for ensuring

compliance with applicable laws in connection with the processing of special categories of personal information.

16.7 **Purposes for processing personal information**

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
Providing educational and related services				
Responding to your enquiries		✓	✓	✓ (It is important that we can respond to your enquiries)
Establishing you as a student or prospective student on our systems		✓		
Providing you with educational material, training and items necessary to your studies that you may have requested from us		✓		
Producing reports and narratives to cover how we have spent our time in relation to your engagement with us		✓	✓	✓ (We need to be able to properly record and account for our activities as part of our general business planning and management)
Taking payment from you in respect of our services		✓		
Sending you electronic direct marketing communications	✓			
Analysing how our electronic marketing communications are used by you (including whether you open them and click through to access their contents)				✓ (We need this information to ensure we are providing you with information that you are interested in)

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
Conducting surveys for benchmarking, continuous improvement and marketing purposes	✓			✓ (We need to collect your feedback in relation to our activities, in order to resolve any problems or complaints and improve and innovate)
For our general recordkeeping and relationship management		✓	✓	✓ (As a university, we need to store student-related files so we can refer to them)
Managing our relationship with you and resolving any complaints from or disputes with you		✓		✓ (We need to be able to try and maintain our position of being a high-quality university and to resolve any complaint or dispute you might raise with us)
Managing and administering the user accounts and profiles you have with us, collecting information about how you use them and your preferences and tailoring and improving our offerings accordingly	✓			✓ (We need to tailor our offerings in accordance with feedback and preferences)
Legal and regulatory compliance and reporting				
Performing identity, financial and credit searches, screening and checks against third-party sources for identity verification, anti-fraud, and demographic reporting purposes			✓	
Monitoring our systems and processes to identify, record and prevent fraudulent, criminal and/or otherwise illegal activity			✓	✓ (We need to be able to monitor our systems in this way to help protect them, us and you from illegal activity)
Complying with instructions, orders and requests from law enforcement agencies, any court or otherwise as required by law			✓	
Complying with our general regulatory and statutory obligations (including our responsibilities under codes of conduct and anti-bribery laws)			✓	

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
General Business Requirements				
Managing, planning and delivering our business and marketing strategies				✓ (As a high-quality university, we need to implement effective business development and marketing strategies)
Purchasing, maintaining, and claiming against our insurance policies			✓	✓ (It is in our interests to protect our business against specified losses)
Training our staff			✓	✓ (Sometimes, it is appropriate for us to use your personal information so that we can provide our staff with training to manage risk and improve the quality of our interactions)
Continuously reviewing and improving our offerings (including by seeking and obtaining your feedback) and developing new ones				✓ (We have a legitimate interest in making sure that we are continuously improving our offerings)
Obtaining legal advice, establishing, defending and enforcing our legal rights and obligations in connection with, any legal proceedings (including prospective legal proceedings)				✓ (We must be able to establish and defend our legal rights and understand our obligations, and seek legal advice in connection with them)
Monitoring and producing statistical information regarding the use of our platforms, and analysing and improving their functionality				✓ (We need to perform this routine monitoring to make sure our platforms work properly, analyse how they are used and improve them)
Maintaining the security and integrity of our systems, platforms, premises and communications (and detecting and preventing actual or potential threats to the same)		✓		✓ (We need to make sure that our organisational processes are secure)

16.8 Purposes for processing special categories of personal information

Purposes of processing	Special category lawful basis We are permitted to process your personal information because...		
	You or your guardian have given your explicit consent to the processing	It is necessary for the establishment, exercise or defence of a right or obligation in law	It is necessary for historical, statistical or research purposes, and the purpose serves a public interest and it is not possible or reasonable to get your consent
Providing you with accommodation and dining options	✓ (For your dietary and access requirements)	✓ (In case of accidents or emergencies)	
Enrolling you as a student and providing our service offerings to you	✓	✓	✓
Investigating, evaluating, demonstrating, monitoring, improving and reporting on our compliance with relevant legal and regulatory requirements		✓	✓
Complying with (or assisting others' compliance with) regulatory requirements involving steps being taken to establish the existence of any unlawful act, dishonesty, malpractice or other seriously improper conduct		✓	✓
Complying with our general regulatory and statutory obligations		✓	✓
Responding to binding requests or search warrants or orders from courts, governmental, regulatory and/or enforcement bodies and authorities or sharing information (on a voluntary basis) with the same		✓	✓
Obtaining legal advice, establishing, defending and enforcing our legal rights and obligations in connection with, any legal proceedings (including prospective legal proceedings)		✓	✓

You are applying (or enquiring) to become an employee, staff member, contractor, consultant, temporary or agency worker at UJ

16.8.1 What types of personal information do we collect and where do we get it from?

16.8.1.1 We collect many different types of personal information about you for various reasons. We cannot administer your application without your personal information. Where we do not need your personal information, we will make this clear, for instance, we will explain if any data fields in our application forms are optional and can be left blank.

16.8.1.2 We collect your personal information from you directly and sometimes we obtain it from other people and organisations, including some public sources, such as publicly available directories and online resources, your emergency contacts, your use of UJ provided assets, systems and platforms, your line manager and co-workers, your dependants and beneficiaries, and third-party benefits providers.

16.8.1.3 If any of the personal information you have given to us changes, such as your contact details, please inform us without delay.

The table below sets out the different types of personal information that we collect and the sources we collect it from.

Category	Types of personal information	Collected from	Categories of recipients
Contact information	<ul style="list-style-type: none"> • Name • Address • Telephone number • Place of work, job title and organisation contact information (if applicable) 	<ul style="list-style-type: none"> • You • Publicly available resources 	<ul style="list-style-type: none"> • Department of Labour • South Africa Receiver of Revenue • Pension Funders / Provident Funders • Medical Aid brokers • Group life insurance
Personal information	<ul style="list-style-type: none"> • Date of birth • Gender • Next of kin or other dependants • Marital or relationship status • Lifestyle and social circumstances • Emergency contact information • If successful: Previous and offered salary, compensation and other benefits, bank account details 	<ul style="list-style-type: none"> • You • Recruitment agencies • Previous employers 	<ul style="list-style-type: none"> • Department of Labour • South Africa Receiver of Revenue • Pension Funders / Provident Funders • Medical Aid brokers • Group life insurance
Identity and background information	<ul style="list-style-type: none"> • LinkedIn profile and other available professional background information about you online • Career history, experience, and skills • Passport information • Driving licence information • Psychometric test results • Residency and/or other visa information (where unrelated to your race or ethnicity) • Curriculum Vitae (CV) or resume • Details of education, qualifications, results and certificates and other evidence of the same • Image or photographs • Application form • Evaluative notes and decisions from job interviews • Preferences relating to job location 	<ul style="list-style-type: none"> • You • Recruitment agencies • Previous employers • Publicly available information from online resources 	<ul style="list-style-type: none"> • None

	<p>and salary</p> <ul style="list-style-type: none">• Conflicts of interests (including where related to family networks)• Background checks relating to credit history and criminal records (see also special personal information below)		
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Category	Types of personal information	Collected from	Categories of Recipients
Special personal information	<ul style="list-style-type: none"> • Racial or ethnic origin (including your nationality and visa information) • Political opinions • Religious or philosophical beliefs • Trade union membership • Data concerning physical and/or mental health (including occupational health requirements, accident reports, day-to-day health concerns such as diabetes or epilepsy conditions which we should be aware of, dietary requirements, allergies, drug and alcohol test results and reasons for any short term or long-term absence) • Sexual orientation • Information relating to actual or suspected criminal convictions and offences 	<ul style="list-style-type: none"> • You • Your emergency contact(s) • Your use of UJ security control systems • Third parties, such as SAPS 	<ul style="list-style-type: none"> • None
Recruitment administration, job performance, and grievance information	<ul style="list-style-type: none"> • Offered terms and conditions of employment • Working preferences and feedback in relation to UJ and our staff • Interview notes and associated feedback • Complaints, grievances, and employment tribunal information 	<ul style="list-style-type: none"> • You • Tribunal or committee findings 	<ul style="list-style-type: none"> • The Commission for Conciliation, Mediation and Arbitration (CCMA) • Legal advisors (if applicable)
Systems and platform usage and communications information	<ul style="list-style-type: none"> • User IDs and password information • IP addresses and device identifiers • Relevant records of calls, telephone/video interviews, messages and/or internet or other data traffic and communications • Access logs and usage records from application systems and other UJ provided applications and technologies 	<ul style="list-style-type: none"> • You • Your use of UJ's assets, systems and platforms 	<ul style="list-style-type: none"> • None
Security, location and access information	<ul style="list-style-type: none"> • Information captured or recorded by electronic card access systems, CCTV and other security control systems 	<ul style="list-style-type: none"> • You • Your use of UJ's assets, systems and platforms 	<ul style="list-style-type: none"> • None

16.8.2 **What do we do with your personal information, and why?**

- 16.8.2.1 We use your personal information for a few different purposes in connection with your application or engagement with us, and in connection with the management and administration of recruitment activities and strategies.
- 16.8.2.2 We will ensure that we always have a lawful basis (i.e. a reason prescribed by law) for processing your personal information, such as where you have given your consent, where the processing is necessary for the performance of our obligations to you under a contract, where we are required by law to process your information, or where the processing is necessary for pursuing our legitimate interests or protecting your legitimate interests.
- 16.8.2.3 We will only use your personal information for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal information for that purpose.
- 16.8.2.4 We may also process certain special categories of personal information, such as information concerning your religious or philosophical beliefs, race, health or sex life, or personal information of minors, which requires a higher standard of protection under applicable laws. For these special categories of personal information, different lawful bases apply.
- 16.8.2.5 The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances.
- 16.8.2.6 We also have policies in place explaining our procedures for ensuring compliance with applicable laws in connection with the processing of special categories of personal information.

16.8.3 Purposes for processing personal information

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
New Joiner Activities				
Developing, operating, and collecting feedback on recruitment activities and employee selection processes				✓
Administering your application for a job with us and considering your suitability for the relevant role				✓
Obtaining, considering and verifying your employment				✓
References and employment history				
Reviewing and confirming your right to work			✓	
Conducting verification and vetting, including criminal background checks and credit checks where required by law			✓	
Conducting background checks, credit checks, verification and vetting, which are not required by law but needed by us to assess your suitability for your role	✓			✓
Making a job offer to you and entering into a contract of employment with you		✓		✓

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
Identifying and assessing our strategic business direction, resourcing needs and areas for development				✓
Analysing recruitment and retention objectives, processes and employee turnover rates				✓
Communicating with you and providing you with information in connection with your application or engagement with us from time to time		✓		✓
General staff administration, including workforce management and facilities operations				✓
Managing our health and safety compliance obligations			✓	
Determining whether any adjustments are necessary to enable you to carry out a role		✓	✓	
Considering your suitability for existing and future vacancies				✓
Handling grievances and complaints, including investigating issues, considering appropriate resolution and mitigating actions and reviewing outcomes			✓	✓
Security and Governance				
Monitoring the security of UJ's physical premises and systems, networks and applications			✓	✓
Identifying and authenticating applicants and other individuals				✓
Identifying, investigating and mitigating suspected misuse of UJ's assets, systems and platforms			✓	✓

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
Ensuring compliance with UJ policies and procedures				✓
Legal and Regulatory Compliance and Responsibilities				
Managing and administering our employment equity and related reporting			✓	
Responding to binding requests or search warrants or orders from courts, governmental, regulatory and/or enforcement bodies and authorities			✓	
Responding to non-binding requests or search warrants or orders from courts, governmental, regulatory and/or enforcement bodies and authorities				✓
Complying with disclosure orders arising in legal proceedings			✓	
Investigating, evaluating, demonstrating, monitoring, improving, reporting on, and meeting UJ's compliance with relevant legal and regulatory requirements			✓	
Investigating, evaluating, demonstrating, monitoring, improving, reporting on, and meeting UJ's compliance with best practice and good governance responsibilities				✓
UJ's Business Operations				
Supporting, updating and maintaining our technology infrastructure		✓		✓
Analysing recruitment-related objectives and results				✓
Collecting feedback in relation to our recruitment and HR activities and processes for continuous improvement purposes				✓

16.8.4 Purposes for processing special categories of personal information

Purposes of processing	Special category lawful basis We are permitted to process your personal information because...		
	You or your guardian have given your explicit consent to the processing	It is necessary for the establishment, exercise or defence of a right or obligation in law	It is necessary for historical, statistical or research purposes, and the purpose serves a public interest and it is not possible or reasonable to get your consent
Recruitment and workforce planning			
Conducting verification and vetting, including criminal background checks and credit checks where required by law		✓	
Conducting background checks, verification and vetting, which are not required by law but needed by us to assess your suitability for your role	✓		
General application management and administration			
Managing our health and safety compliance obligations		✓	
Determining whether any adjustments are necessary to enable you to carry out a role		✓	
Security and governance			
Identifying and authenticating applicants and other individuals	✓		

Purposes of processing	Special category lawful basis We are permitted to process your personal information because...		
	You or your guardian have given your explicit consent to the processing	It is necessary for the establishment, exercise or defence of a right or obligation in law	It is necessary for historical, statistical or research purposes, and the purpose serves a public interest and it is not possible or reasonable to get your consent
Identifying, investigating and mitigating suspected misuse of our assets, systems and platform		✓	
Legal and regulatory compliance and responsibilities			
Managing and administering our equal opportunities reporting		✓	✓
Responding to binding requests or search warrants or orders from courts, governmental, regulatory and/or enforcement bodies and authorities or sharing information (on a voluntary basis) with the same		✓	
Responding to non-binding requests or search warrants or orders from courts, governmental, regulatory and/or enforcement bodies and authorities	✓		
Complying with disclosure orders arising in legal proceedings		✓	
Investigating, evaluating, demonstrating, monitoring, improving and reporting on our compliance with relevant legal and regulatory requirements		✓	
Investigating, evaluating, demonstrating, monitoring, improving, reporting on and meeting our compliance with best practice and good governance responsibilities	✓	✓	

Where our processing is based on your consent, **you can withdraw your consent** at any time. If you do this, it will not impact any processing we have done prior to that date. However, if you fail to provide your personal information, or your consent to us to process your personal information in certain instances, this may affect our ability to perform our obligations to you or due in law and may further impact our ability to enter into a contract of employment or engagement with you.

Someone else (such as a UJ alumni, supplier, or press contact)

16.8.5 What types of personal information do we collect and where do we get it from?

16.8.5.1 The personal information we process about you broadly falls into four main categories: (i) contact information; (ii) identity and other regulatory information; (iii) request information; and (iv) browsing and device usage information.

16.8.5.2 We collect your personal information from various sources. The table below sets out the different types of personal information that we collect and the sources we collect it from.

Category	Types of personal information	Collected from	Categories of Recipients
Contact information	<ul style="list-style-type: none"> Name Address Telephone number Organisation details (e.g. your place of work, job title and organisation contact information) 	<ul style="list-style-type: none"> Our clients You Publicly available resources such as LinkedIn and Google 	<ul style="list-style-type: none"> Funders Department of Higher Education SRC
Identity and other regulatory information	<ul style="list-style-type: none"> Date of birth Identification information (e.g. passport, utility bill and/or bank statement) 	<ul style="list-style-type: none"> You Third-party systems used for our regulatory checks 	<ul style="list-style-type: none"> Other responsible parties, i.e. SARS, CIPC, MIE, Department of Labour, Department of Home Affairs
Request information	<ul style="list-style-type: none"> Details relating to your request or contact with us, enquiries and other dealings with us communications with you) 	<ul style="list-style-type: none"> You Third parties 	
Browsing and device usage information	<ul style="list-style-type: none"> Information automatically generated through your use of our websites and other digital platforms IP address 	<ul style="list-style-type: none"> You and your use of our digital platforms 	

16.8.6 What do we do with your personal information, and why?

16.8.6.1 We use your personal information for a few different purposes. We will ensure that we always have a lawful basis (i.e. a reason prescribed by law) for processing your personal information, such as where you have given your consent, where the processing is necessary for the performance of our obligations to you under a contract, where we are required by law to process your information, or where the processing is necessary for pursuing our legitimate interests or protecting your legitimate interests.

- 16.8.6.2 We will only use your personal information for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal information for that purpose.
- 16.8.6.3 The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances.
- 16.8.6.4 We may also process certain special categories of personal information, such as information concerning your race, health or sex life, or personal information of minors, which require a higher standard of protection under applicable laws. For these special categories of personal information, different lawful bases apply
- 16.8.6.5 The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances. We also have policies in place explaining our procedures for ensuring compliance with applicable laws in connection with the processing of special categories of personal information.

16.8.7 **Purposes for processing personal information**

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
Matter Related Purposes				
Responding to your enquiries	✓	✓		✓
Resolving any complaints from or disputes with you	✓			✓
Performing identity checks (including those against third-party sources) for identity verification purposes			✓	✓
Legal and Regulatory Compliance and Reporting				
Monitoring our systems and processes to identify, record, and prevent fraudulent, criminal and/or otherwise illegal activity			✓	✓
Complying with instructions, orders and requests from law enforcement agencies, any court or otherwise as required by law			✓	
Complying with our general regulatory and statutory obligations			✓	
Purchasing, maintaining and claiming against our insurance policies			✓	✓
Training our staff			✓	✓
Continuously reviewing and improving our service offerings and developing new ones				✓

General Business Requirements				
Obtaining legal advice, and establishing, defending and enforcing our legal rights and obligations in connection with any legal proceedings (including prospective legal proceedings)				✓
Monitoring and producing statistical information regarding the use of our platforms, and analysing and improving their functionality				✓
Managing the proposed sale, restructuring, transfer or merging of any or all part(s) of our business, including to respond to queries from the prospective buyer or merging organisation			✓	✓
Maintaining the security and integrity of our systems, platforms, premises and communications (and detecting and preventing actual or potential threats to the same)		✓		✓

17. **Do we share your personal information?**

17.1 UJ will not sell your personal information, but we may sometimes share the personal information that we collect from you, from third parties, or from the website with the following third parties:

17.1.1 Other universities or educational institutions with whom UJ collaborates.

17.1.2 Contracted third parties to UJ who assist it with its business operations, including but not limited to fraud prevention, bill collection, marketing and technology services (in which case such providers are contractually obliged to use your personal information only with the services they supply and not for their own benefit).

17.1.3 Credit bureaus to report financial information, as permitted by law.

17.1.4 Banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilise the services to receive payments and you meet their criteria).

17.1.5 With law enforcement as a subpoena or court order requires.

17.1.6 With law enforcement or security companies for the purposes of the protection and safety of any individual or the general public.

17.1.7 With regulators as law or as regulatory audits require.

17.2 In some cases, third parties may require access to some or all of your personal information. Where any of your personal information is required for such a purpose, we will take all reasonable steps to ensure that your personal information will be handled safely, securely, and in accordance with your rights.

18. **Planned transborder flows of personal information**

18.1 UJ will only transfer personal information across South African borders if the relevant transactions or situation requires transborder processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to the transfer of their personal information to third parties in foreign countries.

18.2 UJ will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPIA.

18.3 UJ will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards.

19. **General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

19.1 Reasonable technical and organisational measures have been implemented for the protection of personal information processed by UJ and its operators. In terms of the POPIA, operators are third parties that process personal information on behalf of UJ.

19.2 We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss, or destruction.

19.3 We will take steps to ensure that operators who process personal information on behalf of UJ apply adequate safeguards as outlined above.

19.4 Information Security and user-acceptable policies are essential for protecting UJ assets, ensuring compliance with regulatory requirements, fostering a security-conscious culture, and maintaining trust

with stakeholders. The two policies provide a foundational framework for managing cybersecurity risks and promoting a secure and resilient organisational environment.

ICT Acceptable Use Policy

Security Measure/Control	Policy Clause
Automatic Lockout mechanism	An automatic lockout mechanism will be enforced when a laptop or machine is not attended to.
Multifactor Authentication	It is the user's responsibility to protect their passwords and one-time PIN generated from the Multi-Factor Authentication application.
Encryption	ICS must ensure that sensitive data in transit and data at rest are safeguarded by means of encryption to prevent unauthorised access.
Backup	Data must be stored in secure online storage approved by UJ.
Encryption	ICS must ensure that appropriate measures and controls are in place to ensure the confidentiality and integrity of personal information during processing of data.
Cybersecurity Awareness and Training	UJ employees, students, and stakeholders must undergo information security awareness training and adhere to the principles of information security when handling University data.
VPN	Mobile devices may only access UJ critical systems through the internet using a UJ-approved Virtual Private Network (VPN) connection.

Information Security Policy

Security Tool/Control	Policy Clause
Segregation of duties	Information security responsibilities must be defined and allocated considering segregation of duties.
Segregation of Duties	UJ must segregate conflicting duties, and areas of responsibility must be segregated to reduce opportunities for authorised or unintentional modification or misuse of the organisation's assets.
Incident response	UJ must ensure compliance with regulatory requirements by ensuring that appropriate procedures are in place that specify who should be contacted and how the identified information security related incidents should be reported in a timely manner.
Policies	All users are responsible for adhering to this Policy and for ensuring the confidentiality, integrity and availability of all information and assets within UJ.
Awareness and Training	All authorised users must receive appropriate awareness education and training and regular updates in organisational policies and procedures, relevant for their job function.
Encryption	Media containing sensitive/confidential information must be encrypted and protected against unauthorised access, misuse or corruption during transportation.
Data Classification	Information must be classified by Information owner, in terms of legal requirements, value, criticality and sensitivity to unauthorised disclosure or modification. This decision may be based on the outcome of regular risk assessments as well as compliance with relevant legislation or standards.
Third-Party Risk Assessment	User and third-party access rights must be reviewed and recertified annually.

Security Tool/Control	Policy Clause
Autolock Mechanism	After five (5) consecutive authentication failures, the user account must be locked, and a manual reset must be required after positive verification of the requester's identity.
Autolock Mechanism	All inactive system sessions must be protected through the automatic digital locking of the workstation. The workstation must be locked after ten (10) minutes of inactivity. Upon resumption of the session, the user must be required to re-authenticate to the system.
Segregation of Duties	Duties and areas of responsibility must be segregated such that the integrity of UJ's business processes and information assets is maintained and good governance requirements are met.
Access control	Facilities hosting critical ICT infrastructure must be protected by a physical security perimeter.
	Access to critical ICT infrastructure areas must be appropriately authorised before such access being granted. Critical ICT Infrastructure areas must be protected by deploying appropriate entry controls to ensure no unauthorised access to these areas. All designated ICT facilities must be suitably protected against environmental threats and hazards.
	Electricity power supply to UJ Data Centres must be supported by Uninterrupted Power Supply (UPS) systems equipped with and backed up by standby Generators. The UPS and Backup Generator must be monitored and tested regularly to prevent start-up failures and system faults.
Backups	Backup copies of information, software and system images shall be taken and tested regularly in accordance with an agreed backup policy.
Data Retention	Log retention periods must be defined and adhered to.
Encryption	All sensitive information traversing across any public or untrusted third-party network must be encrypted.
Non-disclosure Agreement	Requirements for confidentiality or non-disclosure agreements reflecting UJ's needs for the protection of information must be identified, regularly reviewed, and documented.
	Information involved in UJ application services passing over public networks (such as the Internet) shall be protected from fraudulent activity, contract dispute and unauthorised disclosure and modification.
Privacy Impact Assessment	Privacy Impact Assessment must be conducted for systems that are involved in the processing of personal information.
Third-Party Risk Assessment	Suppliers that have access to or process personal information on behalf of UJ, should be vetted to ensure that they have adequate privacy and information security controls in place.
Encryption	Cryptographic controls must be used in compliance with all relevant agreements, legislation, and regulations.

20. AVAILABILITY OF THE MANUAL

20.1 This Manual is made available in the following four official languages:

20.1.1 English

20.1.2 Afrikaans

20.1.3 isiZulu

20.1.4 Sepedi

20.2 This Manual is available as follows:

20.2.1 On the following URL: <https://www.uj.ac.za/about/about/popia-and-paia/>;

20.2.2 At the offices of Corporate Governance, Compliance, General Counsel, Registrar and Vice-Chancellor, for public inspection during normal business hours;

20.2.3 A printed version is available to any person upon request and upon the payment of a reasonable prescribed fee; and

20.2.4 To the Information Regulator upon request.

20.3 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.

20.3.1 Requests for information can be made using the online platform or in a paper-based format.

20.3.2 To submit an electronic PAIA request on the PAIA Platform, utilise the following URL: <https://webapps.uj.ac.za/POPIExternalWeb>

20.3.3 To submit a paper-based request, print the formal request form (see [Form 02: Request for Access to Record](#), [Form 04: Internal Appeal Form](#)) and submit it to paia@uj.ac.za.

21. UPDATING OF THE MANUAL

UJ will, if necessary, update and publish this Manual annually.

22. FORMS

The forms, as provided by the Regulator, can be accessed at the following links:

22.1 [Form 01: Request for a copy of the Guide from the Regulator](#) (regulation 2);

22.2 [Form 01: Request for a Copy of the Guide from an Information Officer](#) (regulation 3);

22.3 [Form 02: Request for Access to Record](#) (regulation 7);

22.4 [Form 03: Outcome of Request and of Fees Payable](#) (regulation 8);

22.5 [Form 04: Internal Appeal Form](#) (Regulation 9);

22.6 [Form 05: Complaint Form](#) (regulation 10);

22.7 General - <https://inforegulator.org.za/paia-forms>.

Issued by

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