Muscular Dystrophy Foundation Gauteng

PAIA MANUAL

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

DATE OF COMPILATION: 15 May 2026

DATE OF REVISION: 15 May 2026

TABLE OF CONTENTS

Section	Description	Page Number
1	List of acronyms and abbreviations	3
2	Purpose of PAIA manual	3
3	Key contact details for access to information of the Muscular Dystrophy Foundation Gauteng	4
4	Guide on how to use PAIA and how to obtain access to the guide	5
5	Categories of records of the Muscular Dystrophy Foundation Gauteng which are available without a person having to request access	7
6	Description of the records of Muscular Dystrophy Foundation Gauteng which are available in accordance with any other legislation	8
7	Description of the subjects on which the body holds records and categories of records held on each subject by the Muscular Dystrophy Foundation Gauteng	9
8	Processing of personal information	10
9	Availability of the manual	13
10	Updating of the manual	13

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"CEO"**	Chief Executive Officer
1.2	**"DIO"**	Deputy Information Officer;
1.3	**"IO"**	Information Officer;
1.4	**"Minister"**	Minister of Justice and Correctional Services;
1.5	**"PAIA"**	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
1.6	**"POPIA"**	Protection of Personal Information Act No.4 of 2013;
1.7	**"Regulator"**	Information Regulator; and
1.8	**"Republic"**	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

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

2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE MUSCULAR DYSTROPHY FOUNDATION GAUTENG

3.1 Chief Information Officer

Name:	Mr. Robert James Scott
Tel:	011 472 9824
Email:	mdfgauteng@mdsa.org.za

3.2 Deputy Information Officer

(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.

Name:	Lee-Ann Stapelberg
Tel:	011 472 9824
Email:	mdfgauteng@mdsa.org.za

3.3 Access to information general contacts

Email:	*mdfgauteng@mdsa.org.za*

3.4 National or Head Office

Physical Address:	12 Botes Street, Florida Park
Telephone:	011 472 9703
Email:	gmnational@mdsa.org.za
Website:	www.mdsa.org.za

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

4.1 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.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of:

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of:

- the Information Officer of every public body,
- 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];

4.3.3 the manner and form of a request for:

- access to a record of a public body contemplated in section 11[3];
- access to a record of a private body contemplated in section 50[4];

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

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

---

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.

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 Par

4.3.6 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:

- an internal appeal;
- a complaint to the Regulator;
- 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;

4.3.7 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;

4.3.8 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;

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

4.3.10 the regulations made in terms of section 92[11].

---

[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 4 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."

4.4 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.

4.5 The Guide can also be obtained:

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Regulator (https://www.justice.gov.za/inforeg/).

4.6 A copy of the Guide is also available in English, for public inspection during normal office hours:

5. CATEGORIES OF RECORDS OF THE MUSCULAR DYSTROPHY FOUNDATION GAUTENG WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of Records	Types of the Record	Available on Website	Available upon Request
Corporate Information	PAIA Manual, POPIA Privacy Notice, Organisational Profile		X
Public Awareness Material	Newsletters, brochures, awareness campaigns, event information	X	X
Annual Reporting	Annual Reports, audited financial statements summaries	X	X
Fundraising Information	Donation information, fundraising campaign material, sponsorship information	X	X
Contact Information	Office contact details, email addresses, office hours	X	X
Policies and Procedures	Selected organisational policies and procedures		X
Employment Information	Vacancies and volunteer opportunities	X	X
Membership Information	Membership forms	X	
Service Information	Information regarding support services, programmes and projects	X	

6. DESCRIPTION OF THE RECORDS OF MUSCULAR DYSTROPHY FOUNDATION GAUTENG WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Constitution / Founding Documents	Nonprofit Organisations Act 71 of 1997
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Protection of Personal Information Policies and Records	Protection of Personal Information Act 4 of 2013
Employee Records	Basic Conditions of Employment Act 75 of 1997
Employee Records and Employment Contracts	Labour Relations Act 66 of 1995
Employment Equity Records	Employment Equity Act 55 of 1998
Occupational Health and Safety Records	Occupational Health and Safety Act 85 of 1993
Skills Development and Training Records	Skills Development Act 97 of 1998
PAYE, UIF and SDL Records	Income Tax Act 58 of 1962
VAT Records (if applicable)	Value Added Tax Act 89 of 1991
Financial and Accounting Records	Income Tax Act 58 of 1962 and Nonprofit Organisations Act 71 of 1997
Donor and Funding Records	Protection of Personal Information Act 4 of 2013
Information Relating to Beneficiaries Members	Protection of Personal Information Act 4 of 2013
Health and Social Service Records	National Health Act 61 of 2003 (where applicable)

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE MUSCULAR DYSTROPHY FOUNDATION GAUTENG

Subjects on which the body holds records	Categories of records
Governance and Strategic Management	Strategic plans, annual reports, board meeting minutes, governance policies, constitutions
Finance	Audited financial statements, accounting records, budgets, bank records, donor funding records
Human Resources	HR policies and procedures, employment contracts, leave records, payroll records, disciplinary records, employee files
Fundraising and Donor Relations	Donor databases, sponsorship agreements, fundraising campaign records, event records
Beneficiary and Member Services	Member registration forms, beneficiary support records, programme participation records
Communications and Marketing	Newsletters, social media records, media releases, promotional material
Operations and Administration	Service agreements, supplier contracts, asset registers, correspondence
Information Technology	System access records, IT policies, backup records
Legal and Compliance	Compliance records, statutory registrations, insurance records, PAIA and POPIA documentation
Health and Safety	Incident reports, safety procedures, occupational health and safety records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Muscular Dystrophy Foundation Gauteng processes personal information for purposes including but not limited to:

- Providing support services and assistance to members and beneficiaries;
- Maintaining membership and beneficiary records;
- Managing donor, sponsor and stakeholder relationships;
- Human resource and employment administration;
- Processing donations and financial transactions;
- Conducting fundraising campaigns and events;
- Communicating with members, donors, volunteers and the public;
- Complying with legal, regulatory and governance obligations;
- Maintaining organisational records and operational administration;
- Ensuring the safety and security of employees, members and visitors

8.2 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**
Members and Beneficiaries	Names, identity numbers, contact details, medical-related information voluntarily provided, disability information, next of kin details
Donors and Sponsors	Names, company details, contact details, banking details, donation history
Employees	Names, identity numbers, contact details, qualifications, employment history, payroll information, banking details
Volunteers	Names, contact details, volunteer records, emergency contact information
Service Providers and Suppliers	Company registration details, VAT numbers, contact details, banking details, contracts
Board Members	Names, contact details, governance records, declarations of interest
Website Users and Supporters	Contact details, online enquiry information, communication preferences

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

Category of personal information	**Recipients or Categories of Recipients to whom the personal information may be supplied**
Employee payroll information	Payroll service providers, banks, South African Revenue Service
Identity numbers and personal details	Government departments and regulatory authorities where legally required
Financial and banking information	Banks, payment processors, auditors
Donor information	Auditors and authorised fundraising service providers
Medical or disability-related information	Healthcare professionals or service providers where consent has been obtained or where legally required
Employee qualification information	Verification agencies and educational institutions
Information required for statutory compliance	South African Revenue Service, Department of Labour, regulatory authorities
IT and electronic information	IT service providers and cloud storage providers subject to confidentiality obligations

8.4 Planned transborder flows of personal information

The Muscular Dystrophy Foundation Gauteng may store or process certain personal information using secure cloud-based service providers whose servers may be located outside the Republic of South Africa. Personal information may therefore be transferred transborder where necessary for operational, administrative, communication, backup and information technology purposes.

Country / Region where information may be stored	Categories of Personal Information
United States of America	Email communications, donor records, employee information, member and beneficiary records stored on cloud-based platforms
European Union Member States	Cloud storage backups, financial records, organisational documents
Other jurisdictions utilised by contracted cloud service providers	Limited personal and operational information necessary for secure data hosting, communication and backup services

The Muscular Dystrophy Foundation Gauteng will take reasonable steps to ensure that any foreign recipient of personal information is subject to laws, binding corporate rules or agreements that provide an adequate level of protection substantially similar to the conditions contained in the Protection of Personal Information Act 4 of 2013 ("POPIA").

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

The Muscular Dystrophy Foundation Gauteng implements and maintains appropriate, reasonable technical and organisational security measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction.

The security measures implemented or under implementation include:

- Password-controlled access to electronic systems and devices;
- User access controls and role-based permissions;
- Secure cloud-based storage solutions;
- Anti-virus and anti-malware software;
- Firewall protection and network security measures;
- Regular software and system updates;
- Data backup and recovery procedures;
- Encryption of sensitive electronic information where appropriate;
- Confidentiality agreements with employees, volunteers and service providers;
- Secure storage of physical records in controlled-access areas;

- Disposal and destruction procedures for confidential records;
- Staff awareness and training regarding POPIA compliance and information security;
- Monitoring and management of information security risks and incidents.

The Muscular Dystrophy Foundation Gauteng regularly reviews and updates its information security measures to ensure ongoing protection of personal information in accordance with applicable legislation and recognised good practice.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available:

9.1.1 on www.mdsa.org.za

9.1.2 head office of the **Muscular Dystrophy Foundation Gauteng** for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable with each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The General Manager of the Muscular Dystrophy Foundation Gauteng will update this manual as needed on a regular basis.

Issued by

Muscular Dystrophy Foundation Gauteng
128-632 NPO
011 472 9824
mdfgauteng@mdsa.org.za

_____

Mr. Robert Scott – Information Officer
Muscular Dystrophy Foundation Gauteng

_____

Ms. Lee-Ann Stapelberg – Deputy Information Officer
Muscular Dystrophy Foundation Gauteng