



PAIA MANUAL

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

**DATE OF COMPILATION: 13/07/2026
DATE OF REVISION: 13/07/2026**

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 "PFMA"	Public Finance Management Act No.1 of 1999 as Amended;
1.7 "POPIA"	Protection of Personal Information Act No.4 of 2013;
1.8 "Regulator"	Information Regulator.

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 CAPE

3.1. Chief Information Officer

Name: SUSANNA ELIZABETH DE JAGER
Tel: 0215957306
Email: capemanager@mdsa.org.za
Fax number: 0865351387

3.2. Deputy Information Officer

Name: SASHA – LEE JULIES
Tel: 0215957306
Email: capecounsellor@mdsa.org.za
Fax Number: 08653561387

3.3 Access to information general contacts

Email: cape@mdsa.org.za

3.4 National or Head Office

Postal Address: 3 Wiener road
Vasco estate
Goodwood
7460
Physical Address: 3 Wiener road
Vasco estate
Goodwood
7460
Telephone: 0215957406
Email: cape@mdsa.org.za
Website: www.mdsa.co.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-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
 - 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;
 - 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-

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 Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ 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 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

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/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours- English, Afrikaans and IsiXhosa

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

The **Muscular Dystrophy Foundation Cape** (MDF Cape) automatically makes certain records available without requiring a formal request under the Promotion of Access to Information Act (**PAIA**). You can access these files directly through the Muscular Dystrophy Foundation of South Africa Website or by contacting the Cape Branch office via telephone at **021 592-7306** or email at **capemanager@mdsa.org.za**.

Category of Records	Types of the Record	Available on Website	Available upon Request
Corporate Governance	PAIA Manual, POPIA Privacy Policy, Information Regulator filings	X	X
Organisational Information	Foundation profile, constitution, vision, list of board members	X	X
Public Awareness Material	Condition fact sheets, brochures, educational guides, awareness campaigns	X	X
Publications & Media	Quarterly newsletters, media statements, research articles, event info	X	X
Annual Reporting	Annual reports, summaries of audited financial statements	X	X

Fundraising Information	Donation options, active campaigns, banking details for contributions	X	X
Operational & Support Documents	Patient membership application forms, support group schedules	X	X

6. DESCRIPTION OF THE RECORDS OF MUSCULARDYSTROPHY FOUNDATION CAPE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The **Muscular Dystrophy Foundation Cape** holds and maintains records in accordance with various statutory requirements under South African law.

The table below outlines the core categories of records generated and preserved by the organisation alongside their governing legislation:

Category of Records	Applicable Legislation
Registration Certificate & Constitution	Non-profit Organisations Act 71 of 1997
Public Benefit Organisation Status	Income Tax Act 58 of 1962
PAYE, UIF, and SDL Records	Income Tax Act 58 of 1962 / Unemployment Insurance Act 63 of 2001
Employment Contracts & Attendance Registers	Basic Conditions of Employment Act 75 of 1997
PAIA Manual & Request Logs	Promotion of Access to Information Act 2 of 2000
Data Protection Policies & Consent Forms	Protection of Personal Information Act 4 of 2013
Workplace Injury Logs & Claims	Compensation for Occupational Injuries and Diseases Act 130 of 1993
EEA2 Reports & Equity Plans	Employment Equity Act 55 of 1998

Audited Financial Statements

1997

VAT Records & Invoices

Value-Added Tax Act 89 of 1991

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Workplace Injury Logs & Claims	Compensation for Occupational Injuries and Diseases Act 130 of 1993
EEA2 Reports & Equity Plans	Employment Equity Act 55 of 1998
Audited Financial Statements	Section 18A requirements / Non-profit Organisations Act 71 of 1997
VAT Records & Invoices	Value-Added Tax Act 89 of 1991

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

The **Muscular Dystrophy Foundation Cape** holds records on various operational, financial, and administrative subjects to fulfil its mandate as a non-profit organization.

The table below describes the subjects on which the body holds records and the specific categories of records maintained under each subject:

Subjects on which the Body Holds Records	Categories of Records
Strategic Management	Annual reports, constitution, strategic growth plans, board meeting minutes, and AGM resolutions.
Human Resources	HR policies, employment contracts, performance appraisals, payroll records, leave logs, and training materials.
Financial Management	Audited financial statements, budgets, general ledgers, bank statements, tax returns, and Section 18A certificates.
Supply Chain & Procurement	Asset registers, supplier service level agreements, procurement invoices, quotations, and vendor databases.
Patient & Member Services	Membership application forms, patient medical history logs, support group records, and equipment loan agreements.
Fundraising & Marketing	Donor databases, grant proposals, fundraising event permits, sponsorship agreements, and marketing brochures.
Information Technology	IT safety policies, software licensing agreements, data backup logs, and system user access controls.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The **Muscular Dystrophy Foundation Cape** processes personal information for several critical operational and statutory purposes:

- **Member Support:** Facilitating patient registration, managing support group allocations, and managing specialized equipment loans.
- **Human Resources:** Administering staff payroll, managing employee benefits, monitoring performance, and fulfilling statutory labour requirements.
- **Financial Administration:** Processing donor payments, issuing Section 18A tax certificates, managing vendor accounts, and executing financial audits.
- **Compliance Obligations:** Meeting legal reporting requirements under the **NPO Act**, **POPIA**, **PAIA**, and South African tax laws.

- **Donor Relations:** Maintaining communication with financial sponsors, managing grant reporting, and sending organizational updates.

8.2 Categories of Data Subjects and Information Processed

Categories of Data Subjects	Personal Information that may be Processed
Patients & Members	Full names, identity numbers, contact details, physical addresses, next of kin information, medical history, and clinical diagnoses.
Donors & Benefactors	Corporate or individual names, contact details, physical or email addresses, tax numbers, and banking or payment details.
Service Providers	Company names, registration numbers, VAT details, physical addresses, banking details, and service level agreements.
Employees & Board	Names, identity numbers, qualifications, physical addresses, employment history, tax numbers, gender, race, and banking information.

8.3 Recipients to whom Personal Information may be Supplied

Category of Personal Information	Recipients or Categories of Recipients to whom the Personal Information may be Supplied
Employee Tax & Salary Data	South African Revenue Service (SARS) and the Department of Employment and Labour (UIF).
Financial & Audit Records	Appointed external auditors, financial institutions, and the NPO Directorate (Department of Social Development).
Donor Contribution Details	South African Revenue Service (SARS) for Section 18A processing.
Medical Data (Anonymized)	Academic researchers, medical professionals, or global muscular dystrophy registries (subject to strict explicit consent).

8.4 Planned Transborder Flows of Personal Information

The organization utilizes secure cloud-based infrastructure for operational continuity, which involves the transborder storage of data:

- **Cloud Storage & Email:** Personal information belonging to all data subjects is securely backed up and stored via Microsoft 365 cloud servers located in **Europe and the United States**.
- **Donor Management Platforms:** Information regarding international or online donors may be processed via global secure payment gateways located outside the Republic of South Africa.

8.5 General Description of Information Security Measures

The **Muscular Dystrophy Foundation Cape** implements comprehensive technical and organizational safeguards to secure personal information:

- **Data Encryption:** Utilization of Secure Socket Layer (**SSL**) and Transport Layer Security (**TLS**) encryption for all online data transfers and cloud-based file storage.
- **Access Control:** Enforced multi-factor authentication (**MFA**) and strict role-based user permissions to limit data access solely to authorized personnel.
- **Endpoint Protection:** Deployment of updated antivirus, anti-malware, and firewall solutions across all institutional workstations and network entry points.
- **Physical Security:** Storing physical documents, member application forms, and historical registers in locked cabinets within restricted-access office facilities.

9. AVAILABILITY OF THE MANUAL

9.1 This Manual is made available in the following three official languages-

9.1.1 English;

9.1.2 Afrikaans;

9.1.3 IsiXhosa

9.2 A copy of this Manual or the updated version thereof, is also available as follows-

9.2.1 on www.mdsa.org.za , if any, of the public body;

9.2.2 at the head office of the public body for public inspection during normal business hours;

10. UPDATING OF THE MANUAL

MUSCULAR DYSTROPHY FOUNDATION, CAPE TOWN will, if necessary, update and publish this Manual annually.

Issued by

Elizabeth De Jager

Branch Manager