

**FRANCES BAARD DISTRICT MUNICIPALITY**



# **PAIA MANUAL**

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

**DATE OF COMPILATION: 22/05/2026**

The manual is also available in Afrikaans, Setswana and isXhosa

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## LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |  |
|-----|--------------------|--|
| 1.1 | <b>“DIO”</b>       | Deputy Information Officer;  |
| 1.2 | <b>“FBDM”</b>      | Frances Baard District Municipality;                               |
| 1.3 | <b>“IDP”</b>       | Integrated Development Plan;                                       |
| 1.4 | <b>“IO“</b>        | Information Officer;   |
| 1.5 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;                     |
| 1.6 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000 (as amended); |
| 1.7 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.8 | <b>“Regulator”</b> | Information Regulator.   |

### 1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at Frances Baard District Municipality, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the Frances Baard District Municipality;
- 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 the Frances Baard District Municipality regarding request 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 the Frances Baard District Municipality 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 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;
- 2.8 know if the Frances Baard District Municipality 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 the Frances Baard District Municipality has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## **2. ESTABLISHMENT OF THE FRANCES BAARD DISTRICT MUNICIPALITY**

The Frances Baard District Municipality is established as a Category C municipality in terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), following a notice issued by the MEC for Cooperative Governance, Human Settlements and Traditional Affairs in the Northern Cape Provincial Gazette. Its establishment and operations are further guided by the Constitution of the Republic of South Africa, 1996, the Municipal Systems Act, 2000, and the Municipal Finance Management Act, 2003.

The overarching mandate of FBDM is to ensure integrated and sustainable development within its jurisdiction by coordinating and supporting its four local municipalities which are Sol Plaatje, Dikgatlong, Magareng, and Phokwane to improve service delivery and quality of life for all residents.

### 3. STRUCTURE OF THE FRANCES BAARD DISTRICT MUNICIPALITY AND FUNCTIONS

#### 3.1. Overview of the FBDM

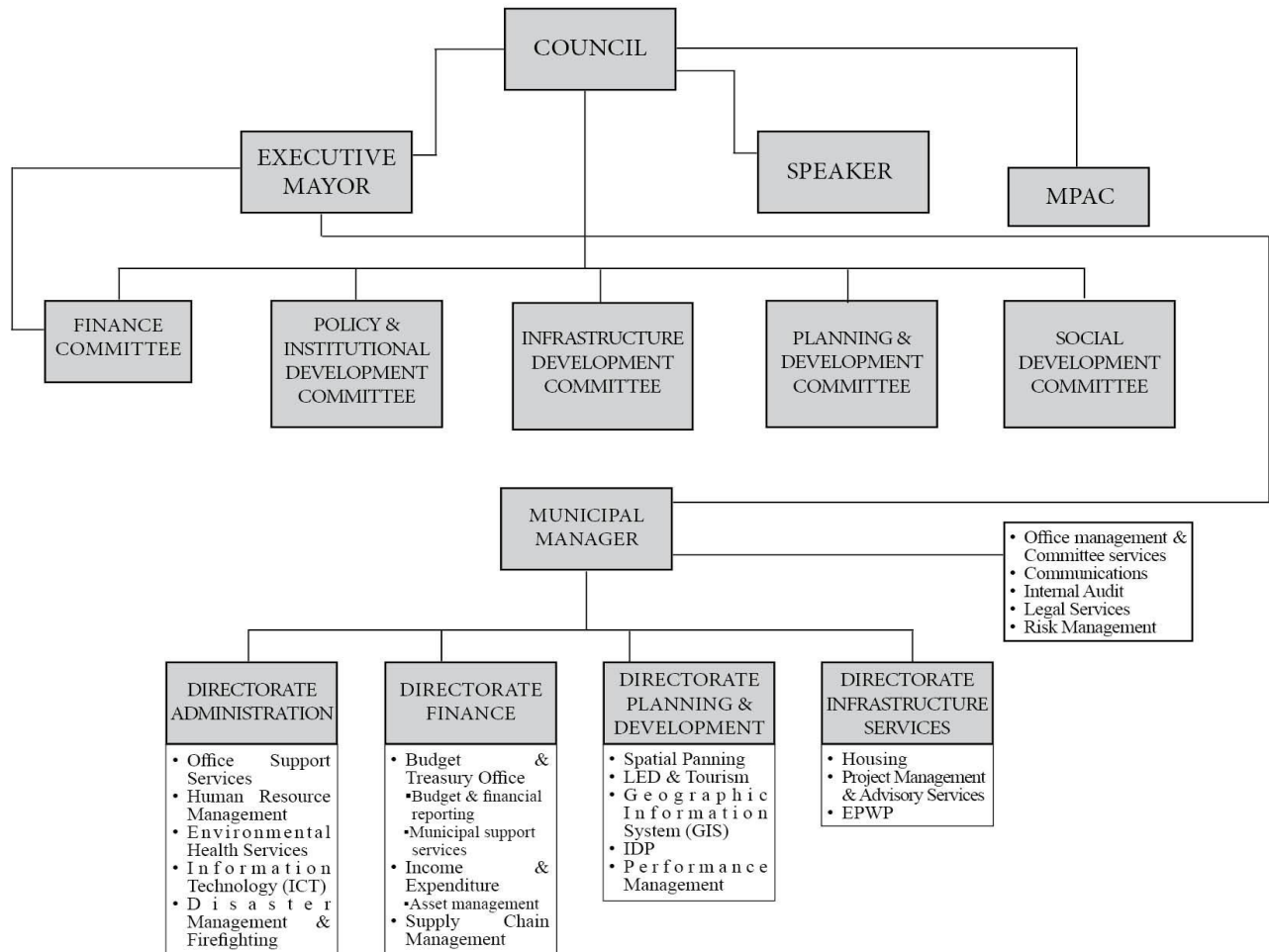
We strive to provide and improve the quality of services and therefore improve the lives of all its communities through our commitment:

- To promote shared services and capacity building in local municipalities;
- To promote effective community and stakeholder management;
- To promote social and economic development; and
- To utilize available resources economically and effectively.

#### 3.2. Structure

The organisational structure of FBDM consists of the political and administrative parts.

##### 3.2.1 Organisational structure



### **3.2.2 Political structure**

Council is the highest decision-making body of the municipality. It is presided over by the Speaker who maintains the discipline and functionality of council. The Executive Mayor is the political head of the municipality and performs his duties with the support of the mayoral committee. Each councillor, other than the Speaker and the Executive Mayor, serves in one or two of the following committees:

- Finance committee;
- Policy and institutional development;
- Infrastructure development;
- Planning and development; and
- Social development.

#### **3.2.2.1 Committees**

Section 60 of the Local Government: Municipal Structures Act makes provision for the establishment of a mayoral committee. Section 80 of the Structures Act also provides for the establishment of committees of council to assist the Executive Mayor to perform his duties.

The Committees established by Council are as follows:

- Policy & Institutional Development;
- Infrastructure Development;
- Social Development;
- Planning and Development; and
- Finance.

Council has also established the Municipal Public Accounts Committee (MPAC) in accordance with section 79A of the Structures Act to assist with the improvement of oversight and accountability of the municipality.

#### **3.2.2.3 Administrative structure**

The Municipal Manager is the head of administration and the accounting officer in terms of section 60 of the MFMA.

In order to fulfil the municipality's mandate, the municipal establishment is structured into five departments, which support the Municipal Manager in carrying out her duties and reporting to the executive. The municipal establishment is structured as follows in terms of section 55 of the Local Government: Municipal Systems Act, No 32 of 2000:

- Office of the Municipal Manager;
- Directorate Administration;
- Directorate Finance;
- Directorate Planning & Development; and
- Directorate Infrastructure Services

### **3.3. Functions**

FBDM's role is to provide strategic leadership, bulk services, coordination and support to ensure sustainable development and effective service delivery across all local municipalities in the district.

FBDM is responsible for district-wide planning, coordination and service delivery, rather than day-to-day local services. Its key functions include:

- Integrated Development Planning (IDP) for the entire district and coordination of planning across local municipalities.
- Municipal health services (environmental health)
- Firefighting services across the district
- Disaster management and coordination
- District-wide waste management planning and regulation
- Transport and municipal roads forming part of the district network
- Promotion of economic development and tourism
- Establishment and control of district facilities such as cemeteries, crematoria, abattoirs and fresh produce markets (where applicable)
- Support and capacity building for local municipalities
- Financial functions, including receiving and allocating grants and levies related to its functions

The office of the municipal manager also includes the functions on internal audit, communications, committee services, legal services and risk management.

## **4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE FRANCES BAARD DISTRICT MUNICIPALITY**

### **4.1. Information Officer**

Name: Ms ZM Bogatsu  
Tel: +27 (0) 53 838 0998  
Email: [frances.baard@fbdm.co.za](mailto:frances.baard@fbdm.co.za)

### **4.2. Deputy Information Officer**

Name: Mr Freddy Netshivhodza  
Tel: +27 (0) 53 838 0929  
Email: [Freddy@fbdm.co.za](mailto:Freddy@fbdm.co.za)

### **4.3. Access to information general contacts**

Email: [gerline.roman@fbdm.co.za](mailto:gerline.roman@fbdm.co.za)  
Cc: [Freddy@fbdm.co.za](mailto:Freddy@fbdm.co.za)

### **4.4. Contact details**

Postal Address: Private Bag X6088, KIMBERLEY, 8301  
Physical Address: 51 Drakensberg Avenue, Carters Glen, KIMBERLEY 8301  
Telephone: +27 (0) 53 838 0911  
Email: [frances.baard@fbdm.co.za](mailto:frances.baard@fbdm.co.za)  
Website: francesbaard.gov.za

## **5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE FRANCES BAARD DISTRICT MUNICIPALITY**

### ***a) Internal Appeal Process***

In terms of section 74 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), the Frances Baard District Municipality provides for an internal appeal procedure for requesters who are dissatisfied with a decision taken by the Information Officer or Deputy Information Officer.

An internal appeal must be lodged in writing, on the prescribed form (Form B), as set out in the Regulations or in a written submission, within the period stipulated by PAIA, and must clearly set out the grounds for the appeal. For purposes of this procedure, the Mayoral Committee is designated as the relevant authority to consider and decide on internal appeals in accordance with the Act.

Upon receipt of an internal appeal, the administrator must ensure that all relevant documentation is submitted to the Mayoral Committee for consideration.

The Mayoral Committee must deliberate on the appeal and make a determination that upholds, amends or overturns the original decision. Internal appeals must be finalised within a period of 180 days from the date of receipt of the appeal and may not exceed 200 days under any circumstances. The appellant must be informed in writing of the outcome and reasons for the decision.

***b) Process for complaining to the Information Regulator or any Regulatory Body***

In terms of section 77A of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), a requester may lodge a complaint with the Information Regulator if dissatisfied with the outcome of an internal appeal, or where an internal appeal is not required or has not been decided within the prescribed timeframes.

A complaint must be submitted in writing to the Information Regulator on the prescribed complaint form or in a written submission, clearly setting out the details of the request, the decision complained of, and the grounds for the complaint. Supporting documents, including correspondence and decisions issued by the municipality, must be attached. The complaint must be lodged within the period prescribed by PAIA after the decision or failure to decide. Upon receipt, the Information Regulator may investigate the complaint, attempt to resolve the matter through mediation or conciliation, issue enforcement notices, or make a binding determination in accordance with its powers under the Act.

The FBDM will communicate its decision or directive to the complainant in writing. The municipality will comply with any lawful and reasonable directive issued by the Regulator.

**c) Process for approaching the Court with jurisdiction for appropriate relief**

**Applications to court**

A requester or third party may only apply to a court for appropriate relief after the internal appeal procedure has been exhausted.

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

**6.1.** 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.

**6.2.** The Guide is available in each of the official languages.

**6.3.** The aforesaid Guide contains the description of-

6.3.1. the objects of PAIA and POPIA;

6.3.1.1. the postal and street address, phone and fax number and, if available, electronic mail address of-

6.3.1.2. the Information Officer of every public body, and

6.3.1.3. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

6.3.2. the manner and form of a request for-

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<sup>1</sup> 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.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

- 6.3.2.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
- 6.3.2.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 6.3.3. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 6.3.4. the assistance available from the Regulator in terms of PAIA and POPIA;
- 6.3.5. 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-
  - 6.3.5.1. an internal appeal;
  - 6.3.5.2. a complaint to the Regulator; and
  - 6.3.5.3. 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;
- 6.3.6. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.3.7. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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<sup>3</sup> 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.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

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

<sup>5</sup> 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.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> 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

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

- 6.3.8. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 6.3.9. the regulations made in terms of section 92<sup>11</sup>.
- 6.4.** 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.
- 6.5.** The guide can also be obtained-
- 6.5.1. upon request to the Information Officer or head of the private body, using Form 1 available at <https://info regulator.org.za/paia-forms/>;
- 6.5.2. upon request, to the Information Regulator, by sending Form 1 (a request for a copy of the Guide) to- [PAIACompliance@infoRegulator.org.za](mailto:PAIACompliance@infoRegulator.org.za); and
- 6.5.3. from the website of the Regulator (<https://info regulator.org.za/paia-guidelines/>).

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<sup>9</sup> 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.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

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

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE FRANCES BAARD DISTRICT MUNICIPALITY**

<b>Subjects on which the body holds records</b>	<b>Categories of records held on each subject</b>
Human Resources and Labour Relations Records	<ul style="list-style-type: none"> <li>- HR policies and procedures;</li> <li>- Advertised posts;</li> <li>- Employees records;</li> <li>- Learning and development e.g.: skills development and training plans</li> <li>- Employment equity plan and statistics</li> <li>- Personnel files, employment contracts, recruitment records, leave records, performance management, and disciplinary proceedings</li> </ul>
Governance and council records	<ul style="list-style-type: none"> <li>- Council and committee minutes, agendas, resolutions, policies, bylaws, and delegations of authority</li> </ul>
Administrative and operational records	<ul style="list-style-type: none"> <li>- Internal correspondence, operational plans, procedures, and reports.</li> </ul>
Financial and supply chain management records	<ul style="list-style-type: none"> <li>- Budgets, annual financial statements, audit reports, procurement documents, tenders, contracts, invoices, and payment records</li> </ul>
Service delivery records	<ul style="list-style-type: none"> <li>- Records relating to water services, sanitation, environmental health, disaster management, fire and emergency services, and infrastructure support provided within the district</li> </ul>
Planning, Monitoring, and Reporting Records	<ul style="list-style-type: none"> <li>- Integrated Development Plans (IDPs), Service Delivery and Budget Implementation Plans (SDBIPs), annual reports, performance reports, and monitoring and evaluation records.</li> </ul>
Legal and compliance records	<ul style="list-style-type: none"> <li>- Litigation records, legal opinions, compliance reports, and statutory submissions in terms of applicable legislation</li> </ul>
Communication and public participation records	<ul style="list-style-type: none"> <li>- Media releases, newsletters, publications, social media records, community engagement records, and public notices</li> </ul>

Subjects on which the body holds records	Categories of records held on each subject
Information and Communication Technology (ICT) records	- Systems documentation, electronic databases, website content, information security, and data management records
Intergovernmental relations records	- Memoranda of understanding, service-level agreements, and correspondence with national, provincial, and local government entities
Asset, fleet and property records	- Asset registers, fleet management records, maintenance records, and insurance documentation.
Disaster management and emergency services records	- Disaster risk assessments, response plans, incident reports, and coordination records.
Archives and records management	- Records retained in accordance with legislative requirements, including archival and disposal schedules. Includes: registers, photographs, cartographic material (maps, plans), films, videos and sound recordings, electronic recordings, terminated records.
Risk management and internal audit records	- Enterprise risk management frameworks, risk registers, fraud prevention plans, business continuity plans, internal audit charters, audit plans and reports, Audit Committee records, and assurance reports.

**8. THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE FRANCES BAARD DISTRICT MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

In terms of section 15 of PAIA, certain records of the municipality are automatically available without a person having to request access (see notice on automatically available records). These records are available without a formal PAIA request and can usually be accessed on the municipal website or at the municipal offices or during normal office hours. Access may still be subject to conditions or limitations under PAIA or other legislation.

**9. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE FRANCES BAARD DISTRICT MUNICIPALITY AND HOW TO GAIN ACCESS TO THOSE SERVICES**

<b>Category</b>	<b>Powers / Duties / Functions</b>	<b>Services Provided</b>	<b>How to Access the Service</b>
<b>Municipal health services</b>	Provide and regulate municipal health services	Environmental health inspections; food control; water quality monitoring; disease control	Visit municipal offices, submit a complaint, or be referred by a local municipality
<b>Disaster management</b>	Coordinate disaster risk management	Disaster preparedness, response and relief	Report incidents to the disaster management unit or local authorities
<b>Fire services (coordination)</b>	Coordinate fire-fighting services	Veldfire and emergency response coordination	Report emergencies through local fire services
<b>Housing (Accredited Function)</b>	Plan and manage housing programmes	Housing project implementation and oversight	Accessed through your local municipality
<b>Infrastructure planning and support</b>	Support local municipalities with infrastructure planning	Technical support for water, sanitation and electricity projects	Accessed through your local municipality
<b>Local Economic Development (LED)</b>	Promote economic development	SMME support; business and skills development	Apply through the LED office or respond to public adverts
<b>Spatial planning and GIS services</b>	Coordinate district-wide planning	IDPs, SDFs and spatial information	Participate in public consultations or submit a written request
<b>Governance and municipal support</b>	Support local municipalities	Financial and technical municipal support	Indirectly accessed through local municipalities
<b>Community participation and communication</b>	Promote public participation	Public meetings and access to information	Attend public meetings or follow municipal notices

Category	Powers / Duties / Functions	Services Provided	How to Access the Service
<b>Capacity building &amp; skills development</b>	Develop skills and capacity	Training and internship programmes	Apply when programmes are advertised
<b>Intergovernmental relations</b>	Coordinate with other spheres of government	Integrated service delivery programmes	Accessed through government programmes
<b>Regulatory and oversight role</b>	Monitor compliance and accountability	Oversight and reporting	Access published reports or submit a PAIA request

Basic services such as water supply, electricity distribution, refuse removal and sanitation are not delivered directly to households by FBDM. These are the responsibility of the local municipalities within the district, with FBDM providing planning, coordination and support.

#### **10. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY FRANCES BAARD DISTRICT MUNICIPALITY**

The municipality promotes public participation and encourages community involvement in the formulation of policies, the exercise of its powers, and the performance of its duties. Members of the public may participate or influence municipal decision-making through the following mechanisms:

Public consultation on by-laws and policies	Draft by-laws, policies, and strategies are made available for public comment before being submitted to the Municipal Council for approval. Notices are published in local media, on the municipal website, and on public notice boards, inviting written submissions within a specified period.
Public meetings	The municipality convenes community engagements where residents and stakeholders can express their views, raise concerns, and make proposals on matters under consideration by Council
Integrated Development Plan (IDP) and budget processes	The public is invited to participate in the development and review of the Integrated Development Plan (IDP), Service Delivery and Budget Implementation Plan (SDBIP), and annual budget through, stakeholder forums and public meetings.

Written submissions	Members of the public may submit written comments, objections or suggestions to the municipality on proposed policies, by-laws, or decisions.
Council meetings	Council meetings are open to the public, allowing residents to observe proceedings and, where permitted, make representations.
Complaints, enquiries, and feedback mechanisms	The municipality provides channels for lodging complaints, enquiries, and feedback, which may influence improvements in service delivery and the exercise of municipal functions.

## 11. PROCESSING OF PERSONAL INFORMATION

### 11.1. Purpose of Processing

The Frances Baard District Municipality (FBDM) collects and uses personal information so that it can do its work properly and deliver services to the community. We process personal information to:

- Meet our legal and regulatory obligations
- Manage employees, councillors, and service providers
- Handle payments, contracts, and procurement processes
- Plan, monitor, and report on municipal programmes and projects
- Keep accurate records for accountability and transparency
- Ensure the safety and security of municipal buildings, staff, and visitors

FBDM only collects personal information that is necessary for a specific purpose. We use this information lawfully, fairly, and responsibly, and we protect it in line with the Protection of Personal Information Act (POPIA).

**11.2. Description of the categories of data subjects and of the information or categories of information relating thereto**

<b>Categories of Data Subjects</b>	<b>Personal Information that may be Processed</b>
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives ( family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

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

The Frances Baard District Municipality (FBDM) processes and keeps personal information to enable it to lawfully perform its functions, including:

- Controlling access to municipal premises
- Managing employment and recruitment processes
- Procuring goods and services
- Ensuring safety, security, and investigations
- Communicating with service providers, stakeholders, and members of the public
- Complying with legislative and regulatory requirements.

Category of personal information	Data subjects	Nature of information	Recipients / Categories of Recipients	Purpose of dissemination
Access control information	Visitors, contractors, service providers	Names, ID/passport numbers, vehicle registration numbers, contact details	Security personnel, access control service providers	Access to municipal premises, safety and security
Service provider information	Service providers, consultants, contractors	Names, ID numbers, company registration details, tax numbers, contact details	SCM officials, Treasury, Auditor-General, regulatory bodies, Municipal Manager, CFO	Procurement, contract management, auditing, compliance
Employment and recruitment information	Job applicants, employees	Names, ID numbers, CVs, qualifications, contact details	HR officials, selection panels, background-check service providers, Municipal Managers	Recruitment, employment administration
Investigation-related information	Employees, service providers, members of the public	Names, contact details, ID numbers, incident-related information	Security agencies, SAPS, legal representatives, Municipal Managers	Investigations, enforcement, protection of municipal interests

#### 11.4. Planned transborder flows of personal information and sharing of personal information with third parties

Personal information may be shared with:

- Municipal service providers and contractors performing services on behalf of the municipality
- Government bodies and regulatory authorities, including Provincial Treasury and the Auditor-General
- Law enforcement agencies, such as the South African Police Service, where required for investigations
- Security service providers for access control and safety purposes

Such sharing is done strictly on a need-to-know basis and subject to confidentiality and data-protection agreements where applicable.

The Frances Baard District Municipality does not routinely transfer personal information outside South Africa. Where cross-border sharing becomes necessary, it will only occur:

- In compliance with the Protection of Personal Information Act (POPIA);
- Where the recipient country has adequate data protection laws, or appropriate safeguards are in place; and
- On an as-and-when-required basis for official municipal purposes.

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

The municipality implements appropriate technical and organisational safeguards, including:

##### 11.5.1 Physical and Administrative Controls:

- Visitor and access registers maintained and securely stored
- Controlled access to municipal premises
- Restricted access to records on a role-based basis
- Confidentiality obligations for employees and service providers

##### 11.5.2 Information Technology (IT) Security

- Secure municipal networks protected by firewalls
- Password-protected systems and user access controls
- Antivirus and malware protection
- Regular system monitoring and updates

##### 11.5.3 Record handling and sharing

- Secure filing systems for physical records
- Limited and authorised sharing of information
- Secure electronic transmission methods where applicable

#### **11.6 Fees**

The information officer of Frances Baard District Municipality may charge a fee, if any, for the request of access to information in accordance with section 22 of PAIA.

## 12. AVAILABILITY OF THE MANUAL

12.1. This manual is made available in the following four official languages:

- 12.1.1. English;
- 12.1.2. Afrikaans;
- 12.1.3. Setswana, and
- 12.1.4. isiXhosa.

12.2. A copy of this manual is also available as follows:

- 12.2.1. On the website [www.francesbaard.gov.za](http://www.francesbaard.gov.za) of the municipality;
- 12.2.2. at the head office of the municipality for public inspection during normal business hours;
- 12.2.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 12.2.4. to the Information Regulator upon request.

12.3. A fee for a copy of the manual shall be payable as may be determined by FBDM per each A4-size photocopy made.

## 13. UPDATING OF THE MANUAL

The Frances Baard District Municipality will, if necessary, update and publish this manual annually.

**Issued by:**



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**MS ZM BOGATSU**  
**MUNICIPAL MANAGER**