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**Government Employees Pension Fund**

**Corporate Services Document**

# **PAIA MANUAL**

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## MANUAL PREPARED IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

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## 1 DEFINITIONS AND INTERPRETATION

### 1.1 Definitions

1.1.1	<b>'Act'</b>	shall mean the <i>Promotion of Access to Information Act 2 of 2000</i> ;
1.1.2	<b>'Board'</b>	shall mean the board of trustees of the GEPF;
1.1.3	<b>'DIO'</b>	means the Deputy Information Officer as defined in section 1 of the Act;
1.1.4	<b>'GEPF'</b>	shall mean the Government Employees Pension Fund;
1.1.5	<b>'Information Regulator'</b>	shall mean the Information Regulator established in terms of section 3 of POPIA;
1.1.6	<b>'EEA'</b>	shall mean the Employment Equity Act of 55 of 1998;
1.1.7	<b>'IO'</b>	means the Information Officer as defined in section 1 of the Act;
1.1.8	<b>'Manual'</b>	shall mean this manual together with the annexures which are all available at the GEPF offices;
1.1.10	<b>'NASA Act'</b>	shall mean National Archives and Records Services Act of 1996;
1.1.11	<b>'OHS'</b>	shall mean Occupational Health and Safety;
1.1.12	<b>'POPIA'</b>	shall mean Protection of Personal Information Act, 2013;
1.1.14	<b>'Record'</b>	shall mean a record as defined in section 1 of the Act;
1.1.15	<b>'SAHRC'</b>	shall mean South African Human Rights Commission;
1.1.16	<b>'SARS'</b>	shall mean South African Revenue Services;

### 1.2 Interpretation

- 1.2.1 any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;
- 1.2.2 if any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this Manual;
- 1.2.3 where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document;
- 1.2.4 where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day;
- 1.2.5 any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be;

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- 1.2.6 the use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the eiusdem generis rule shall not be applied in the interpretation of such general wording or such specific example/s;
- 1.2.7 insofar as there is a conflict in the interpretation of or application of this Manual and the Act, the Act shall prevail;
- 1.2.8 this Manual does not purport to be exhaustive of or to comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the IO.

## 2 INTRODUCTION

- 2.1 The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“**The Act**”) came into operation on 9 March 2001, giving effect to the constitutional right of access to any information held by any public or private body that is required for the exercising or protection of any rights.
- 2.2 The motivation for giving effect to the right to access to information is to foster a culture of transparency and accountability both in public and private bodies, and to promote a society in which the people of South Africa have effective access to information to enable them to fully exercise and protect all their rights.
- 2.3 The *Protection of Personal Information Act, 2013* (Act No.4 of 2013) (“**POPIA**”) came into operation on 19 November 2013, giving effect to the constitutional right to privacy of individuals. POPIA regulates the processing of personal information held by any public or private body.
- 2.4 Where a request is made in terms of the Act as amended by POPIA, the body to which the request is made is obliged to release the information, except where PAIA and POPIA expressly provide that the information may not be released. The Act sets out the required procedure to make such a request.
- 2.5 Section 14 of the Act as amended by POPIA requires public bodies, such as the GEPF, to compile a manual that would assist a person or organization to obtain access to information held by the public body and stipulates minimum requirements which a manual must comply with. The purpose of this Manual is to outline the procedures to be followed in accessing information held by the GEPF in accordance with the Act and POPIA.
- 2.6 This manual is intended to foster a culture of transparency and accountability within the GEPF by giving effect to the right to information that is required for the exercising and protection of an individual or organisation’s rights. In order to promote effective governance of public bodies, it is necessary to ensure that everyone is empowered with the rights to know in terms of PAIA and POPIA.
- 2.7 However, the Act also recognizes that such right to access to information cannot be without justifiable limitations as follows:
  - (1) the reasonable protection of privacy;
  - (2) commercial confidentiality; and
  - (3) effective, efficient and good governance.

## 3 GUIDE OF ALL MANUALS IN THE REPUBLIC

- 3.1 The SAHRC has compiled the Guide as required in terms of section 10 of the Act and the Guide has been published by the Information Regulator. The Guide contains such information as may be reasonably required by a person who wishes to exercise any right contemplated in the Act.

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3.2 Any queries relating to the Guide should be directed to the Information Regulator.

**Physical Address**

JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg

**Postal Address**

PO Box 31533  
Braamfontein, Johannesburg  
2017

**Telephone:** +27 (0)11 877 3600

**Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

**Email:** [info@sahrc.org.za](mailto:info@sahrc.org.za) or

**Complaints:** [complaints@sahrc.org.za](mailto:complaints@sahrc.org.za)

[info@reg.justice.gov.za](mailto:info@reg.justice.gov.za)

## 4 CONTACT DETAILS OF INFORMATION OFFICER AND DEPUTIES

**Physical Address**

541 Jochemus Street  
Kasteelpark, Erasmuskloof  
Pretoria

**Postal Address**

PO Box 2375  
Brooklyn Square  
0075

### 4.1 Information Officer

Musa Mabesa (Principal Executive Officer)

**Email address:** [musa.mabesa@gepf.co.za](mailto:musa.mabesa@gepf.co.za)

**Telephone:** +27 12 424 7303

### 4.2 Deputy Information Officer

Emmanuel Lekgau (Manager: Legal and Compliance)

**Email address:** [emmanuel.lekgau@gepf.co.za](mailto:emmanuel.lekgau@gepf.co.za)

**Telephone:** +27 12 424 7317

### 4.3 Description of Functions

The DIO, under the direction and guidance of the IO, ensure the implementation of the Act by the GEPF, and provide assistance to anyone who, in terms of the Act, wants to access information that is the custody of the GEPF.

## 5 FUNCTIONS AND STRUCTURE OF GEPF

5.1 The Board took a decision in 2007 to separate the GEPF and its Administrative function. The first step towards this was the establishment of the office of the Principal Executive Officer. The Principal Executive Officer and his/her management team support the Board in ensuring that the GEPF acts in the best interests of its members, pensioners and beneficiaries by exercising due care, skill and integrity in safeguarding their retirement wealth and complying with all legal and regulatory requirements.

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OFFICE	DESCRIPTION OF OFFICE
<b>Principal Executive Officer</b>	The Principal Executive Officer is responsible for the implementation of all Board decisions and ensuring that the Board's strategy is carried out. He/she has overall responsibility for financial reporting and disclosure, managing relationships with GEPF's stakeholders, amendments to the rules, valuation of assets and ensuring that the GEPF is financially sound, responsibly managed and legally compliant.
<b>Head of Investments and Actuarial</b>	The head of investments and actuarial monitors and manages the GEPF's assets and liabilities, and is also responsible for conducting actuarial valuations, asset-liability modelling, advising the Board on investment strategy and execution, and overseeing the implementation of the Responsible Investment Policy.
<b>Head of Corporate Services</b>	The head of corporate services manages and oversees the internal operations of corporate services. These include the management of legal and compliance, human resources, information technology, finance and facilities management.
<b>Head of Stakeholder Management and Communications</b>	The head of stakeholder management and communication's duties are to strategically direct, manage and co-ordinate relationships and the full range of communications activities within the GEPF's diverse range of stakeholder groupings. He is also responsible for positioning and managing the GEPF's brand as a key player in the pension fund industry whilst ensuring effective leadership and management of all the sectors of the business unit.
<b>Company Secretary</b>	The company secretary ensures that there are good board practices and governance at all times, and provides an executive secretariat function to the Board and its committees.
<b>Internal Audit</b>	To ensure that the GEPF accomplishes its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

## 6 RECORDS AVAILABLE ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 14(1)(b)(ii))

### 6.1 Records held by the GEPF

This clause serves as a reference to the categories of information that the GEPF holds. This is in accordance with section 14(1)(b) of the Act. Details of the various subjects on which the GEPF holds records and the categories of records within these subjects are detailed below.

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Categories of Records	Record held by the GEPF
<b>Claims (withdrawals, retirements, deaths and disabilities)</b>	<ul style="list-style-type: none"> <li>• Claim notification forms</li> <li>• Calculations (where available), or computerized statement of claim value</li> <li>• Tax application (where applicable)</li> <li>• Tax directive (where applicable)</li> <li>• IT 88 notifications</li> <li>• Tax certificate (Duplicate where applicable)</li> <li>• Client / broker payment instruction (where applicable)</li> <li>• Copy of any other court order against benefits</li> <li>• Payment letter</li> <li>• Copy of cheque (or cheque / EFT payment reference)</li> <li>• Acceptance / declination letter (disability only)</li> </ul>
<b>Member data</b>	<ul style="list-style-type: none"> <li>• New entrant data</li> <li>• Contribution records</li> <li>• Installation and acquisition data</li> <li>• Statement of member fund value</li> <li>• Additional benefit / surplus/ calculations (where applicable)</li> </ul>
<b>Transfers / liquidations</b>	<ul style="list-style-type: none"> <li>• Calculations</li> <li>• Option forms (where applicable)</li> <li>• Tax directives (where applicable)</li> <li>• Tax certificates (duplicate where applicable)</li> <li>• Payment letter (liquidation only)</li> </ul>
<b>Pensioners: Annuity /traditional funds</b>	<ul style="list-style-type: none"> <li>• Special tax directives, including IT 88's garnishees, etc.</li> <li>• Commutation of pensions – calculations</li> <li>• Pensioner increase notification</li> <li>• Certificates of existence</li> <li>• Study certificates</li> <li>• Death certificates</li> <li>• Annuity option forms</li> <li>• Trustee instruction regarding payments <b>Disability</b></li> <li>• Medical reviews – correspondence (where applicable)</li> <li>• COCD (certificate of continued disability)</li> <li>• Escalator notification</li> <li>• Payment / benefit confirmation letter</li> <li>• EFT payment reference</li> <li>• Recovery documentation</li> <li>• Letter of suspension /reinstatement from underwriter</li> <li><b>Accounting records</b></li> <li>• Cashbooks and reconciliations to bank</li> <li>• General ledgers</li> <li>• Trial balances</li> <li>• Annual financial statements</li> <li>• Audit files with working papers</li> <li>• Bank statements of fund bank accounts</li> <li>• EFT files (ABC whilst still applied)</li> </ul>

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	<ul style="list-style-type: none"> <li>• Deposit slip (where applicable)</li> </ul>
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Copies of rules and amendments</li> <li>• Trustees registers</li> <li>• Original copies of all policy documents relation to, dread disease, stated benefits, travel, funeral, fidelity, etc. (obviously where the fund has such a benefit)</li> <li>• Documentation related to the review of insurances on an annual basis as well as the quotations obtained from insurers</li> <li>• Agendas for all meetings to be held (if applicable secretarial services are performed)</li> <li>• Investment manager mandates or policies of insurance depending on the nature of the investment</li> <li>• Copies of statements detailing the asset values for a fund</li> <li>• Copies of communication sent to members of the funds in respect of specific events e.g. Trustee's reports, changes to death benefit structure, changes to fund structure etc.,,</li> <li>• Copy of service agreement between fund and administrator</li> <li>• Correspondence to the trustees in respect of fund matters</li> <li>• Correspondence to members /pensioners, (where applicable)</li> <li>• Fund statutory valuation reports</li> <li>• Confirmation as to appointment of principal executive officer and actuary of fund</li> <li>• Complaints lodged</li> <li>• Certain communications with SARS</li> </ul>
<b>Office of the Chief Executive Officer (Government Pensions Administration Agency)</b>	<ul style="list-style-type: none"> <li>• Records on fiscal policy of GEPF which relates to structures of decision</li> <li>• Financial controls</li> <li>• Debt management policy</li> <li>• Treasury Regulations</li> <li>• Financial Procedure Manual</li> <li>• Revenue Recognition</li> <li>• Supply Chain Management Policies and Tender Documents Regulations</li> <li>• Asset Management Policy</li> <li>• Travel and Subsistence Policy</li> <li>• Disposal Policy</li> </ul>
	<ul style="list-style-type: none"> <li>• Various Policies</li> <li>• Organisational Design Guide / Framework</li> </ul>



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<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>• Change Management</li> <li>• Strategy</li> <li>• Guidelines on the Recruitment and Selection Process in GEPP</li> <li>• Guidelines to Disciplinary and Grievance Procedure</li> <li>• Revised Establishment/Recruitment and Selection Standards</li> <li>• Recognition Agreement</li> <li>• Job Evaluation Guide</li> <li>• Job Evaluation Interpretation Guide</li> <li>• Accounting and payroll Records</li> <li>• BEE Statistics</li> <li>• Career Development Records</li> <li>• Personnel Information</li> <li>• Employment Equity Reports</li> <li>• General Terms of Employment</li> <li>• Letters of Employment</li> <li>• Leave Records</li> <li>• PAYE Records and Returns</li> <li>• Performance Management Records</li> <li>• Policies and Procedures</li> <li>• Returns to UIF</li> <li>• Retirement Benefit and Medical Aid Records</li> </ul>
<b>Internal Audit</b>	<ul style="list-style-type: none"> <li>• Policies and Procedure Manuals</li> <li>• Structures and Planning Documents</li> <li>• Annual Reports</li> <li>• Establishment/Recruitment and Selection Standards</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Press Releases</li> <li>• GEPP's Annual Report</li> <li>• Leaflets, Newsletters, and Booklets issued by GEPP</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Risk Management Framework and Plan</li> <li>• Risk Management Strategy</li> <li>• Risk Management Policy</li> <li>• Fraud Prevention Strategy</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• Policy on Security</li> <li>• Minimum Information Security Standard (MISS)</li> <li>• Security Procedure Manual</li> </ul>
<b>Inspection and Enforcement Services</b>	<ul style="list-style-type: none"> <li>• Policies</li> <li>• Procedure and Manuals (OHS Directives)</li> <li>• Structures and Planning Documents (OHS Work plan)</li> <li>• Correspondence with Internal and External Clients (Exemptions, BOARD /Ministerial Submissions, Memorandum and Letters)</li> </ul> <p style="margin-left: 40px;">Tender Documents (Procurement for Goods and Services less than R1 000 000)</p>
	<ul style="list-style-type: none"> <li>• Accounting Records</li> <li>• Annual Financial Statements</li> <li>• Agreements</li> <li>• Banking Records</li> </ul>

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<b>Finance and Administration</b>	<ul style="list-style-type: none"> <li>• Correspondence</li> <li>• Invoices and Statements</li> <li>• Management Reports</li> <li>• Tax Records and Returns</li> <li>• SARB Returns</li> <li>• Statistics SA Returns</li> <li>• Receipts and Various Payments</li> <li>• Annual Financial Statements</li> <li>• Tender Documents</li> <li>• Records of Budget</li> <li>• Expenditure and Projections for GEPF</li> <li>• Asset Registers</li> <li>• Orders</li> <li>• Invoices</li> <li>• Quotations</li> <li>• Estimates of income and Revenue</li> <li>• Data Base of Suppliers</li> <li>• Basic Accounting Systems</li> <li>• Electronic systems</li> </ul>
<b>Records for the Fund</b>	<ul style="list-style-type: none"> <li>• Bank Reconciliations</li> <li>• Financial Reporting</li> <li>• Financial Systems Management</li> <li>• Treasury and Actuarial Services</li> <li>• Budget</li> </ul>
<b>Learning and Education</b>	<ul style="list-style-type: none"> <li>• Training Material</li> <li>• Training Records and Statistics</li> <li>• Training Agreements</li> </ul>
<b>Information Management and Technology</b>	<ul style="list-style-type: none"> <li>• Contracts and Agreements</li> <li>• Equipment Register</li> <li>• Information Policies, Standards, Procedures and Guidelines</li> </ul>
<b>Library and Information</b>	<ul style="list-style-type: none"> <li>• External Publications</li> <li>• Internal Publications</li> <li>• Reference Works</li> <li>• Periodicals</li> <li>• Research Files (Article)</li> <li>• Country Files</li> </ul>
<b>Marketing and Communication</b>	<ul style="list-style-type: none"> <li>• Brand Information</li> <li>• Marketing Strategies</li> <li>• Communication Strategies</li> <li>• Agreements</li> <li>• Client Relationship Programmes</li> <li>• Marketing Brochures</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Access Control Records</li> <li>• Agreements</li> <li>• Archival Administration Documentation</li> <li>• Contracts</li> <li>• General Correspondence</li> <li>• Patents and Trade Mark Documents</li> <li>• Insurance Documentation</li> <li>• PABX Management Information</li> </ul>

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	<ul style="list-style-type: none"><li>• Service level agreements</li><li>• Travel Documentation</li><li>• Used Order Books</li><li>• Vehicle Registration Documents</li></ul>
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## 7 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Where applicable to its operations, the GEPF also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act. A request to access must be done in accordance with the provisions of the Act.

- Basic Conditions of Employment Act, No. 75 of 1997
- Broad Based Black Economic Empowerment Act, No. 53 of 2003
- Companies Act, No. 61 of 1973
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Competition Act, No. 89 of 1998
- Constitution of South Africa Act, No. 108 of 1996
- Copyright Act No. 98 of 1987
- Deeds Registries Act, No. 47 of 1937 Electronic Communications and Transactions Act, No. 2 of 2000 Employment Equity Act, No. 55 of 1998
- Environment Conservation Act, No. 73 of 1989
- Firearms Control Act, No. 60 of 2000
- Financial Advisory and Intermediary Services Act, No. 37 of 2002
- Financial Intelligence Centre Act, No. 38 of 2001
- Formalities in Respect of Leases of Land Act, No. 18 of 1969
- Income Tax Act, No. 58 of 1962
- Labour Relations Act, No. 66 of 1995
- Long Term Insurance Act, No. 52 of 1998
- National Building Regulations and Building Standards Act, No. 103 of 1997
- National Road Traffic Act, No. 93 of 1996
- Occupational Health and Safety Act, No. 85 of 1993
- Promotion of Access to Information Act, No. 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000
- Protected Disclosures Act, No. 57 of 1987
- Regulation of Interception of Communications and Provisions of Communication
- Related Information Act, No. 70 of 2002
- Sales and Service Matters Act, No. 25 of 1964
- Skills Development Act, No. 97 of 1997
- Skills Development Levy Act, No. 9 of 1999
- Short Term Insurance Act, No. 53 of 1998
- Securities Services Act, No. 36 of 2004
- South African Reserve Bank Act, No. 90 of 1989
- Tobacco Products act, No. 12 of 1999

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- Trade Marks Act, No. 194 of 1993
- Transfer Duty Act, No. 40 of 1949
- Unemployment Insurance Act, No. 63 of 2001
- Value-added tax Act, No. 89 of 1991
- Protection of Personal Information Act 4 of 2013

## 8 ARRANGEMENT ALLOWING FOR PUBLIC INVOLVEMENT IN FORMULATING POLICY AND EXERCISE OF POWER

- 8.1 The South African Law Commission calls for public comments on legislation from experts and the general public.
- 8.2 Draft legislation is published in the government gazette for perusal and comment.
- 8.3 GEPP's Annual Report and other reports are open to public viewing, reading and commentary.

## 9 VOLUNTARY ACCESS (RECORDS THAT ARE AUTOMATICALLY AVAILABLE) – SECTION 15(2)

- 9.1 Records of a public nature, typically those disclosed on the GEPP's website and in its various annual reports, may be accessed without the need to submit a formal application.
- 9.2 No category of notice(s), except as indicated in clause 9.1 above, are automatically available to any person, and as such, no category of records have been published as being automatically available. Any request for records must be made by the requester by completing the Form annexed hereto.

## 10 HOW TO REQUEST FOR INFORMATION

### 10.1 Request

It is important to note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record.

- (1) A request for access to information must be made in writing by completing the Access Request Form (which form is available at the end of this Manual and upon request from the DIO). The following is important when completing the Access Request Form:
- (a) Type or print in BLOCK LETTERS an answer to every question;
  - (b) If a question does not apply, state "N/A" in response to that question;
  - (c) If there is nothing to disclose in reply to a particular question state "nil" in response to that question;
  - (d) If there is insufficient space on printed form, additional information may be provided on an additional attached folio; and
  - (e) When the use of an additional folio is required, precede each answer with the applicable title.

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- (2) Proof of identity is required to authenticate the identity of the requester and must therefore accompany the Access Request Form. Requesters will be required to supply a copy of their identification document;
- (3) A request fee of **R57.00 (inclusive of VAT)** is payable – for payment methods, kindly refer to **clause 10.6** below.

**Note that:** a request shall not be processed before the request fee has been paid.

## 10.2 Submission of Request

The completed Access Request Form together with a copy of the identity document must be submitted either via registered mail, e-mail, delivered in person or fax and must be addressed to the IO as per clause 4. The request fee is **not applicable** to requesters seeking access to records that contain their own personal information.

## 10.3 Decision

- (1) The IO / DIO may refuse a request for access to information where the Act allows them to do so.
- (2) The Act has provided certain grounds (in sections 7, 12 and Chapter 4 of the Act) upon which a request may be refused and these grounds of refusal include the following –
  - (a) Where the disclosure would amount to an unreasonable disclosure of personal information about a third party who is a natural person, including a deceased individual;<sup>1</sup>
  - (b) Where the disclosure would amount to disclosure of the commercial information of a third party including but not limited to the trade secrets, financial, commercial, scientific or technical information of such third party;<sup>2</sup>
  - (c) Where the disclosure would breach the duty of confidence owed to a third party and where the information relates to confidential information of a third party;<sup>3</sup>
  - (d) Where the disclosure would endanger the life or physical safety of an individual;<sup>4</sup>
  - (e) If the disclosure is prohibited under the Criminal Procedure Act, 1977 and where the information relates to police dockets in bail proceedings;<sup>5</sup>
  - (f) If the disclosure is privileged under legal proceedings or research conducted by or on behalf of a third party;<sup>6</sup>
  - (g) Where the disclosure would compromise the investigation where proceedings are pending and the information relates to the defence, security and international relations of the country;<sup>7</sup> and
  - (h) Where the disclosure would amount to disclosure of the GEPF's or the State's financial, commercial, scientific or technical information including trade secrets which disclosure could likely prejudice the GEPF.<sup>8</sup>

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<sup>1</sup> Section 34(1) of the Act.

<sup>2</sup> Section 3 of the Act.

<sup>3</sup> Section 37 of the Act.

<sup>4</sup> Section 38 of the Act.

<sup>5</sup> Section 39 of the Act.

<sup>6</sup> Section 40 read with s43 of the Act.

<sup>7</sup> Section 41 of the Act.

<sup>8</sup> Section 42 of the Act.

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- (3) The IO / DIO is required to inform the requester of their decision, whether or not access is granted, within thirty (30) calendar days. However, this period may be extended by another thirty (30) calendar days and, if the period is extended, the requester shall be informed.

## 10.4 Records that cannot be found or do not exist

- (1) If all reasonable steps have been taken to find a record requested and there are reasonable grounds for believing that the record is in GEPF's possession but is lost or damaged or does not exist then the IO must by way of an affidavit notify the requester that it is not possible to give access to that record.
- (2) The affidavit must give a full account of all steps taken to find the record in question or to determine whether the record exists, including communicating with every person who conducted the search on behalf of the IO.

## 10.5 Granting access

- (1) The GEPF will advise the form or manner of access to be granted to a record giving due consideration to the preservation of the record and infringement of copyright, where applicable.
- (2) An access fee for the search, preparation and reproduction of the requested record is payable – refer to **Clause 12.2** of this Manual.

**Note that:** unless a requester qualifies for an exemption, a record shall not be forwarded to the requester before the “access fee” has been paid.

## 10.6 Payment Methods

A requester may pay by either using cash or card (if the facility is available) at the GEPF office or the requester may deposit into the GEPF's bank account.

<b>Bank</b>	Absa
<b>Branch Code</b>	632005
<b>Type of Account</b>	Deposit Account
<b>Account Holder</b>	Government Employees Pension Fund
<b>Account Number</b>	40-541-7798
<b>Branch</b>	Pretoria
<b>Reference</b>	

# 11 REMEDIES AVAILABLE TO A REQUESTER

11.1 If a requester is not satisfied with any decision of the IO / DIO, the requester has the right to lodge an appeal with the Committee appointed by the Board. If the requester is unsatisfied with the decision of the Committee, the requester can either –

- (1) complain to the Information Regulator; or
- (2) apply to court for relief.

## 11.2 Internal Appeal

The internal appeal must be lodged with the relevant authority, which is the Committee appointed by the Board –

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- (1) must be lodged within 60 days of the decision of the IO / DIO;
- (2) one must complete Form B – the form is available upon request from the DIO or at the end of this Manual;
- (3) the internal appeal must identify the subject of the internal appeal and state the reasons thereof and may include any other relevant information known to the appellant;
- (4) the internal appeal must state the manner and provide the particulars which the appellant desires to be informed of on the decision of the internal appeal in addition to a written reply and specify a postal address or fax number;
- (5) Form B must be submitted to the IO by sending it to [musa.mabesa@gepf.co.za](mailto:musa.mabesa@gepf.co.za) with the DIO in copy ([Emmanuel.lekgau@gepf.co.za](mailto:Emmanuel.lekgau@gepf.co.za) ) or by post to the address of the IO; and
- (6) the DIO shall assist and guide the requester through the process of lodging an appeal.

## 11.3 Decision

- (1) The Committee must provide its decision to the requester, after considering the notice of internal appeal, within 30 calendar days of receiving the internal appeal.
- (2) The Committee must advise as to whether access to the information will be granted and if so in what form or manner, or refuse access on the grounds set out in this Manual read together with the provisions of the Act.

## 11.4 Complaint to the Information Regulator

- (1) The complaint must be lodged by completing a “Form 5” and sending it to the Information Regulator;
- (2) This must be done within 180 calendar days of the Committee’s decision; and
- (3) the Information Regulator shall help and guide you through the process of lodging a complaint.

### alternatively

## 11.5 Application to Court

- (1) A requester or a third party may only, after exhausting the internal appeal procedure against a decision of the IO or the DIO, apply to a court for appropriate relief.
- (2) The application must be lodged within 180 calendar days of the decision of the GLC or that of the Information Regulator.

## 11.6 Other Supportive Measures

Reasons for an administrative action in terms of *the Promotion of Administrative Justice Act, 2000*; must be furnished where a person’s rights have been materially and adversely affected by that administrative action.

# 12 PAYMENT OF FEES

- 12.1 Payments details can be obtained from the contact person as indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied. The access fee must be paid prior to access being given to the requested record. If the request for access is successful an additional **access fee** may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the fees as outlined below, and amended from time to time.

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Item	Description	Amount
1.	The 'request fee' payable by every requester	<b>R57.00 (incl. VAT)</b>

12.2 The **access fee** referred to in section 22(6) of the Act (unless the requester is exempted under section 22(8)) are as follows –

Item	Description	Amount
1.	Photocopy of A4-size page	<b>R2.00</b> per page or part thereof
2.	Printed copy of A4-size page	<b>R2.00</b> per page or part thereof
3.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul>	<b>R40.00</b> <b>R40.00</b> <b>R60.00</b>
4.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider
5.	Copy of visual images	
6.	Transcription of an audio record, per A4-size	<b>R24.00</b>
7.	For a copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul>	<b>R40.00</b> <b>R40.00</b> <b>R60.00</b>
8.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	<b>R100.00</b>
	To not exceed a total cost of:	<b>R300.00</b>
9.	Deposit: If search exceeds 6 hours	1/3 of amount per request, calculated in terms of items 1 to 7
10.	Postage, email or any other electronic transfer	Actual cost, if any



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## 13 PROCESSING OF PERSONAL INFORMATION

### 13.1 Purpose of processing

The GEPF collects and processes personal information for, amongst others, the following purposes –

- (1) managing pensions and related benefits on behalf of all South African government employees;
- (2) staff administration;
- (3) keeping of accounts and records;
- (4) complying with tax laws and other applicable laws; and
- (5) any other relevant administrative purposes in terms of any other law, code or standard.

### 13.2 Categories of Data Subjects and their Personal Information

The GEPF may possess or possesses records relating to members of the fund, beneficiaries, trustees and/ board members, contractors and service providers.

Data Subject Category	Personal Information Processed
Natural Persons	Names; surname; contact details; physical and postal addresses; date of birth; identification number; passport number; tax number; tax related information; nationality; gender; age; disability; marital and pregnancy status; race; bank account details; biometric information; health information; confidential correspondence; Information relating to children; education and employment history.
Juristic Persons / Entities	Names of contact persons; name of legal entity; Physical address; postal address; contact details; financial information; registration number; founding documents; tax related information.
Service Providers	Names of contact persons; name of legal entity; Physical; postal address; contact details; financial information; registration number; founding documents; tax related information.
Employees / Board members &/Trustees	Names; surname; contact details; physical and postal addresses; date of birth; identification number; passport number; tax number; tax related information; nationality; gender; age; disability; marital and pregnancy status; race; bank account details; biometric information; health information; confidential correspondence; Information relating to children; well-being; education and employment history.

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### 13.3 Recipients to whom Personal Information may be Supplied

- (1) The GEPF does not transfer personal information to another person or institutions, unless the data subject or legislation permits such transfer.
- (2) Notwithstanding the above, the GEPF may supply the Personal Information to service providers who render the following services:
  - (a) Administration of member benefits;
  - (b) Capturing and organising of data;
  - (c) Storing of data;
  - (d) Sending of emails and other correspondence to stakeholders; and
  - (e) Conducting due diligence checks.

### 13.4 Transborder Flows of Personal Information

The GEPF does not share or transfer personal information to parties outside the Republic of South Africa or another country, unless the data subject or legislation permits such transfer.

### 13.5 Security Measures to ensure confidentiality, integrity and availability of information

- (1) The GEPF has in place up to date technology as well as technical and organisational measures to ensure the confidentiality, integrity and availability of personal information under its care. These measures also prevent loss of, damage to or unauthorised access destruction of personal information.
- (2) These measures include:
  - (a) Firewalls;
  - (b) Virus protection software and update protocols;
  - (c) Secure access control;
  - (d) Records management policy and related codes and prescripts are in place and in line with the NASA Act;
  - (e) Secure setup of hardware and software making up the IT infrastructure; and
  - (f) Non-Disclosure Agreements.

## 14 UPDATING AND AVAILABILITY OF THE MANUAL

14.1 This Manual shall be updated annually.

14.2 Shall be published in three official languages.

14.3 This Manual is available on the GEPF's website ([www.gepf.gov.za](http://www.gepf.gov.za)) and upon request from the DIO.