Tshwane University of Technology

We empower people

PAIA MANUAL

Prepared in terms of Section 14 of the Promotion of Access to Information Act No. 2 of 2000 (as amended)

DATE OF COMPILATION: 01/08/2024

TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS

"DIO"   Deputy Information Officer;

"IO"   Information Officer;

"PAIA"   Promotion of Access to Information Act No. 2 of 2000;

"POPIA"   Protection of Personal Information Act No. 4 of 2013;

"Regulator"   Information Regulator;

"TUT"   Tshwane University of Technology;

"University"   Tshwane University of Technology;

"VC"   Vice-Chancellor and Principal;

"Statute"   Statute of the Tshwane University of Technology

2. 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 the TUT, without the need for submitting a formal PAIA request;

2.2 have an understanding of how to request for access to a record of the TUT;

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 TUT 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 TUT, 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 personal information and the description of the categories of data subjects and the information or categories of information relating thereto;

2.8 know if TUT 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 TUT has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information, which is to be processed.

3. ESTABLISHMENT OF THE TSHWANE UNIVERSITY OF TECHNOLOGY

The Tshwane University of Technology came into being through the merger of Technikon Northwest, Technikon Northern Gauteng, and Technikon Pretoria, following a notice issued by the Minister of Higher Education and Training under Section 24 and 23(1) of the Higher Education Act, 1997 (Act No. 101 of 1997), as amended.

The governance of TUT is determined in terms of the Higher Education Act, 1997 (Act No.101 of 1997) and the Statute of the Tshwane University of Technology as published under the Government Gazette of No 41047 of 18 August 2017.

3.1. Objectives/Mandate

Vision

A people's university that makes knowledge work.

At TUT, we embrace engaged scholarship whereby learning, teaching, research and engagement are integrated with our everyday realities. Our university is committed towards breaking down the ivory towers of academia by finding authentic and enduring solutions to our communities' most pressing problems. We empower our graduates by futureproofing them to successfully negotiate the rapidly changing world of work and make a tangible movement towards civic renewal.

Mission

We advance social and economic transformation through relevant curricula, impactful research and engagement, quality learning experiences, dedicated employees, and an enabling environment.

Our mission directs us towards solving pressing societal problems and ensuring that our graduates are productive and active citizens. Our suite of programmes and qualifications, research, and innovation, as well as engagement with stakeholders are aimed at making a positive impact on our communities. We are committed staff who work tirelessly towards providing a quality service and conducive teaching, learning, and living spaces.

4. **STRUCTURE OF THE TSHWANE UNIVERSITY OF TECHNOLOGY**

   4.1. Structure of TUT

In terms of Section 26 of the Higher Education Act, 101 of 1997 (as amended) and paragraph (1) of the TUT Statute, the University consists of -

a) the Chancellor:

b) the Council;

c) the Senate;

d) the Vice-Chancellor and Principal;

e) the Deputy Vice-Chancellors;

f) the Registrar;

g) the Students' Representative Council;

h) the Institutional Forum;

i) the Student Services Council;

j) the academic employees of the University;

k) the non-academic employees of the University;

l) the Convocation;

m) the students of the University; and

n) the faculties, departments and such other academic structures of the University as may be determined by the Council in accordance with the Statute;

   4.2 Functions

The University's core functions are teaching, learning, research, and related social responsiveness.

5. **KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF TSHWANE UNIVERSITY OF TECHNOLOGY**

   5.1. Information Officer

Name:	Professor Tinyiko Maluleke
Position:	Vice-Chancellor and Principal
Tel:	012 382 4112/3
Email:	paia@tut.ac.za
Fax number:	N/A

5.2. Deputy Information Officer

Name:	Dr Emily Mabote
Position:	Executive Director: Institutional Effectiveness and Technology
Tel:	012 382 4401
Email:	paia@tut.ac.za
Fax number:	N/A

5.3 Access to information: general contacts

Email: general@tut.ac.za

5.4 National / Head Office

Postal Address: Private Bag X680

Pretoria

0001

Physical Address: Dinokeng Building

Staatsartillerie Road

Pretoria West

0183

Telephone:	012 382 5911
Email:	general@tut.ac.za
Website:	www.tut.ac.za

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

Remedies available in respect of any act or a failure to act by TUT:

a) The University does not have an internal appeal process in place. If you are not satisfied with our response, you have the right to lodge an application with a court in terms of Section 25(3) of the Promotion of Access to Information Act No. 2 of 2000.

b) **Complaint to the Information Regulator or any regulatory body:**

To submit a complaint to the Information Regulator about TUT, complete **FORM 5** (Complaint Form) on the Information Regulator's Website https://inforegulator.org.za/paia-forms/ and send it to the following email address: PAIAComplaints@infoRegulator.org.za .

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

7.1. The Regulator has, in terms of Section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the PAIA and POPIA.

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

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

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

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. the Deputy Information Officer of every public body designated in terms of Section 17(1) of the PAIA and Section 56 of POPIA;

7.3.3. the manner and form of a request for

7.3.3.1. access to a record of a public body contemplated in Section 11.

7.3.4. the assistance available from the Information Officer of a public body in terms of the PAIA and POPIA;

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

7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by the PAIA and POPIA, including the manner of lodging-

7.3.6.1. an internal appeal;

7.3.6.2. a complaint to the Regulator; and

7.3.6.3. an application with a court against a decision by the information officer of a public body or a decision by the Regulator;

7.3.7. the provisions of Section 14 of PAIA requiring a public body to compile a manual, and how to obtain access to a manual;

7.3.8. the provisions of Section 15 of PAIA providing for the voluntary disclosure of categories of records by a public body.

7.3.9. the notice issued in terms of Sections 22 of PAIA regarding fees to be paid in relation to requests for access; and

7.3.10. the regulations made in terms of Section 92 of PAIA.

7.4. Members of the public can inspect or make copies of the Guide from the offices of the TUT, including the office of the Regulator, during normal working hours. The Guide can also be obtained -

7.4.1. upon request to the Information Officer of TUT, using **FORM 1** (request for a copy of the Guide from the Information Officer) available at: https://inforegulator.org.za/paia-forms/

7.4.2. from the website of the Regulator (https://inforegulator.org.za/paia-guidelines/)

8. DESCRIPTION OF THE SUBJECTS ON WHICH TUT HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE TSHWANE UNIVERSITY OF TECHNOLOGY

Subjects on which the body holds records	Categories of records held on each subject
Strategic documents, plans, proposals	• Annual Performance Plans, • Annual Reports, • Strategic Plan.
Human Resources	• Employment Equity Plan and statistics, • Advertised posts, • Employees' records, • Skills development and training plans, • HR Policies and procedures, • Leave records.
Finance	• Budgets, • Financial statements, • Transaction records, • Service agreements • Partnership contracts, • Funding agreements, • Donation records, • Tender documents, • Service provider contracts, • Insurance policies, • Tax records, • Credit check reports.

Corporate Affairs & Marketing	• Newsletters, • Advertising campaigns plan, • Marketing plans, • Marketing brochures, • Flyers, • Promotional material.
Teaching and Learning	• Study guides, curriculum outlines, • Faculty minutes of meetings, • Attendance registers, • Students' portfolios, • Assessment results, • Assessment criteria, • Policies and procedures, • Enrolment records, • Programme accreditation and registration records.
ICT	• ICT policies and procedures, • Security Incidents reports, • Backup and disaster recovery plans, • Service Level Agreements, • Access control lists, • System logs and monitoring reports, • Software licenses agreements and renewal dates. • Inventory records of technical equipment.
Funding and collaboration	• Funding proposals, • Collaboration agreements, • Database of corporate partnerships, • Fundraising Campaign plans, • Donor records, • Alumni records.
Risk Management	• Risk registers, • Incident reports, • Business Continuity Plans, • Risk Management Framework and Policy, • Training material.
Alumni	• Alumni profiles, • Contact information, • Records of events attendance, • Donation records.
Students Records	• Application forms, • Academic records, • Financial aid records, • Housing and residence life records, • Health records.

Research, scientific and technical records	• Research data and findings, • Research proposals and grants, • Scientific publications and presentations, • Collaboration and partnership agreements, • Research Ethics Policy.
Vendors and Suppliers	• Contact information, • Contracts and agreements, • Procurement and purchase order records, • Financial and payments records, • Product and service details.
Manuals	• PAIA Manual

9. CATEGORIES OF RECORDS OF TUT WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Information that is publicly accessible can be found on the TUT Website at https://www.tut.ac.za.

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE UNIVERSITY AND HOW TO GAIN ACCESS TO THOSE SERVICES

A comprehensive list of services is contained in TUT's faculty prospectuses as well as on TUT's website at https://www.tut.ac.za.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE TSHWANE UNIVERSITY OF TECHNOLOGY

The Council is the highest governance structure of the University and governs the University in accordance with the Higher Education Act, Statute, and the Rules of the University. The Council consists of not more than 30 members of whom more than 60 per cent are neither employees nor students.

Other interested persons may submit their comments or proposals in writing to the Deputy Information Officer at the address stated in paragraph 5 above.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

12.1.1 Students

.

- TUT collects and processes students' personal information to provide teaching and learning, support services, residence, safety and security, medical services, sporting facilities and other related activities.

12.1.2 Vendors

- TUT utilises vendors and suppliers' information to concluded contracts and fulfil contractual obligations.

- TUT may utilise the assistance of third-party entities to verify information provided by vendors to the University. TUT is obliged to shares vendors and suppliers' information with auditors during annual financial audits.

12.1.3 Alumni

- TUT utilises the contact information of alumni for communication purposes and service provision, including information about: events, news and publications, and Convocation meetings. TUT also gathers personal information from alumni to issue tax receipts in cases where alumni make donations.

12.1.4 Employees

TUT collects, uses, and creates personal information of employees to manage employment relationships, such as to pay salaries, deduct tax, manage leave, provide training, handle disciplinary proceedings, comply with legal obligations, and ensure the health and safety of employees.

12.1.5 Prospective Employees

- TUT uses job applicants' personal information to evaluate, communicate, and coordinate interviews. TUT might need to engage third parties to authenticate job applicants' information by reaching out to the provided references and validating qualifications. In certain positions, TUT may conduct criminal and credit checks.

12.1.6 Donors

- TUT collects qualifying donors' personal information to issue tax certificates. TUT may also publish donors' names on the TUT Donors' Recognition page.

12.1.7 Website users

- When someone visits the TUT Website, the University collects information on how users interact with the site and submit online forms. TUT uses this information to respond to requests and to improve the Website. When someone completes online form on the TUT's Website, the University uses the information provided to review and respond to applications, queries or requests. Where relevant, TUT will offer additional details about how user information is used on the forms.

12.2 Description of the categories of Data Subjects and the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Students	Full name, address, date of birth, nationality, ethnicity, gender, identification document details, primary language spoken at home, passport information, study permit details, permanent residence status, contact information, financial details, information about disabilities, educational background, employment history, banking particulars, dietary preferences, involvement in sports and cultural activities, biometric data, emergency contact details, student profiles,

	academic performance records, photographs, appeals, and disciplinary records, as well as reports related to student applications.
Vendors	Entity name, identity documents, CIPC registration certificate, VAT number, banking particulars, BBBEE certificate, tax compliance verification certificate, health certification, trade references, company profiles, and annual turnover information, conflict of interest declaration, industry certifications, proof of registration with a professional body, details of previous projects undertaken, financial statements, online profile of tender applications, tender evaluation reports, minutes of committee meetings recording decisions related to the awarding of tenders or commercial leases to current or potential vendors.
Alumni	Full name, contact information, records of event attendance, donation records, alumni profiles, and minutes of meetings.
Employees	Full name, address, date of birth, identity number, ethnicity, gender, disability status, contact details, banking information, health records where necessary, work permit and residence status, employment background, educational history, visual images and videos, details of beneficiaries and dependents for medical aid, pension scheme, and provident fund, publications, research contributions, memberships, disciplinary and criminal history, performance reviews, records of investigations and disciplinary actions, grievance and dismissal proceedings records, training participation records, acknowledgements and compliance with safety rules and codes of conduct when using TUT's facilities, access to facilities, CCTV footage, and utilisation of support services.

Prospective employees	Full name, address, date of birth, identity number, ethnicity, gender, disability status, contact information, work permit details, residence status, employment background, educational history, publications, research contributions, memberships, disciplinary and criminal history, records of criminal checks, credit checks, interview notes, results from competency assessments and psychometric tests, summaries of shortlisting, and reports from selection committee meetings.
Donors	Full names and contact details.
Website users	Full names, account information, location data, browsing and usage data, survey or feedback information, consent, and preferences.
Research participants	Full names, addresses, birth dates, contact information, age, gender, race, education, income level, medical history, diagnoses, genetic information, fingerprints, facial recognition data, or other physical identifiers and unique participant IDs.
Council Members	Full names, contact details (email, phone number), addresses, role or position within the Council, educational background, employment history and expertise.

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

Category of PersonalInformation	Recipients or Categories of Recipients
Identity number, passport number, names, date of birth, gender, race, nationality, citizen-resident status, home language, home address, disability status, institution where qualifications were obtained, employee number.	Department of Higher Education and Training
Employee's date of birth, race, gender, nationality, qualifications, year of employment, appointment type, and appointment category.	Higher Education Management Information System
Qualifications details for qualification verifications	South African Qualifications Authority
Identity numbers and names may be used for criminal checks. In the event of security incidents, such as suspected theft, assault, or fraud, CCTV camera footage or biometric information may also be utilized.	South African Police Services
The full names, surnames, identity numbers, contact details, residential addresses, postal addresses, and work addresses of TUT's vehicle drivers who have incurred fines.	Municipal Traffic Department(s)
Name, ID/registration number and contact information for credit checks.	Credit bureaus
Name, ID/registration number and contact information for credit checks, qualifications, for qualification verifications.	MIE

12.4 Planned transborder flows of personal information

TUT shall only transfer personal information outside the borders of South Africa if we have satisfied and complied with the requirements of the POPIA.

TUT may disclose personal information to service providers, research partners, and collaborating universities located in different countries. Prior to sharing any information with these third parties, the third party concerned is required to commit to maintaining the confidentiality and security of personal information. Additionally, they must agree to utilise the personal information solely for the purposes for which it was shared with them.

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

12.5.1 TUT is consistently striving to establish and uphold suitable and rational technical and organisational measures to prevent:

- unlawful access to personal information or unlawful processing of personal information; and

- loss of, damage to or unauthorised destruction of personal information.

12.5.2 TUT has implemented an IT Governance Framework based on the principles outlined in KING IV, requiring the institution to adhere to these guidelines. The Cyber Security Plan and Data Incident Plan play a key role in managing technology and information while ensuring compliance with relevant legislation.

12.5.3 Inventory Risk Assessment: Maintains a comprehensive and up-to-date inventory of all critical systems, data types, and their locations across all campuses. Conduct regular risk assessments to identify potential vulnerabilities and prioritise mitigation efforts.

12.5.4 Security Controls and Monitoring: Implement robust security controls on all systems, including network segmentation, firewalls, intrusion detection/prevention systems (IDS/IPS), endpoint protection software, and data encryption. Continuously monitor network activity for suspicious behaviour using Security Information and Event Management (SIEM) solutions.

12.5.5 Conduct regular cybersecurity awareness training for staff, students, and faculties. Training should cover best practices such as:

- Phishing recognition and avoidance strategies;

- Password hygiene and strong password creation methods;

- Secure browsing habits and avoiding malicious websites; and

- Reporting suspicious activity or potential security incidents.

12.5.6 Implement phishing simulations to test user awareness and response. Analyse the results to identify areas of improvement in future training programs.

13.   AVAILABILITY OF THE MANUAL

13.1   This Manual is made available in English, however, the University is in the process of translating it into Setswana and siSwati. The Setswana and siSwati versions of the Manual will be available as soon as the translation process is completed.

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

13.2.1   On the TUT Website https://www.tut.ac.za;

13.2.2   at the Head Office of TUT for public inspection during normal business hours;

13.2.3   to any person upon request and payment of reasonable prescribed fee; and

13.2.4   to the Information Regulator upon request.

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

14.   REQUESTS

A request for access to a record must be made by completing the prescribed **FORM 2**, which is available on the Information Regulator's Website at https://inforegulator.org.za/paia-forms.

15.   UPDATING OF THE MANUAL

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

Issued by

Professor. Tinyiko Maluleke
Vice Chancellor and Principal

Date: 2025-04-08