

**MANUAL IN TERMS OF SECTION 51
OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, No. 2 of 2000
("the Act")
FOR ADVTECH GROUP**

NAME: INFORMATION MANUAL

PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, No. 2 of 2000 ("the Act")

REVISION HISTORY

Version	Purpose/Change	Author	Date	Approvers
0.1	Initial Draft			
1.0	Final version			
1.1	Review	OO	30 November 2022	
1.2	Updated to include reference to the revised prescribed forms	Bizmod Consulting	20 November 2023	
1.3	Review and CEO change	DS	July 2024	
1.4	Review	MK & OO	April 2026	

1. INTRODUCTION & PURPOSE OF THIS DOCUMENT

The Act gives effect to the right to access information, as enshrined in the Bill of Rights forming part of the Constitution of The Republic of South Africa, 1996 ("the Constitution"), and/or records held by public or private bodies that is required for the exercise or protection of any rights.

The Act sets out the requisite procedural issues attached to a request for access to information, the requirements with which such a request must comply as well as the grounds for refusal of such request.

This manual informs requestors of the procedural and other requirements with which a request must comply in terms of the Act.

The Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to: -

- Limitations aimed at reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient, and good governance.

The right to access information must also be balanced against any other rights contained in the Constitution.

CONTACT DETAILS AND GENERAL INFORMATION

The Advtech Group ("Advtech") is the industry leader in providing quality private education, training, skills development and resourcing services within Africa.

Advtech comprises a number of companies. The provisions of this Information Manual apply to each company. The following link details all companies making up Advtech: -

[\[Click here to download the Organogram\]](#)

Advtech’s primary operating and trading divisions conduct business via the following companies: -

- **Advtech Limited** a public company, incorporated according to the laws of the Republic of South Africa, and listed on the Johannesburg Stock Exchange. Further public information regarding Advtech Limited can be viewed and accessed on the website below.
- The Schools Division, which trades under **The Independent Institute of Education Proprietary Limited**, a private company, incorporated according to the laws of the Republic of South Africa and a wholly owned subsidiary of Advtech Limited. Public information relating to all brands of which can be viewed and accessed on the website below.
- The Tertiary Division, which trades under **The Independent Institute of Education Proprietary Limited**, a private company, incorporated according to the laws of the Republic of South Africa and a wholly owned subsidiary of Advtech Limited. Public information relating to all brands of which can be viewed and accessed on the website below.
- The Resourcing Division, which trades under **Advtech Resourcing Proprietary Limited**, a private company, incorporated according to the laws of the Republic of South Africa and a subsidiary of Advtech Limited. Public information relating to all brands of which can be viewed and accessed on the website below.

All requests for information from Advtech, in terms of the Act must be made in writing and addressed to:

The Information Officer

The details of whom are set out below: -

Registered address:	Advtech House Inanda Greens Office Park 54 Wierda Road West Wierda Valley, Sandton 2146
Postal address:	PO Box 2369 Randburg 2125
Telephone number:	+27 11 676 8000
Facsimile number:	+27 11 783 0345
Email:	privacy@advtech.co.za
Website:	www.groupadvtech.com
Information Officer:	Marno Kruger
Group Chief Executive Officer:	Geoff Whyte

2. GUIDELINES IN TERMS OF SECTION 10 ON HOW TO USE THE ACT

A guide on how to use the Act to obtain information is available in various languages from the office of the Information Regulator of South Africa.

Please direct queries to them at: -

Physical Address: Woodmead North Office Park,
54 Maxwell Drive, Woodmead,
Johannesburg, 2191

Telephone number: +27 (0)10 023 5200

Email: PAIAComplaints@inforegulator.org.za

Website: <https://inforegulator.org.za/>

3. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation, as amended, are as follows:

- 3.1 Labour Relations Act 66 of 1995;
 - 3.2 Employment Equity Act 55 of 1998;
 - 3.3 Basic Conditions of Employment Act 75 of 1997;
 - 3.4 Compensation of Occupational Injuries and Diseases Act 130 of 1993;
 - 3.5 Companies Act 71 of 2008;
 - 3.6 Unemployment Insurance Act 63 of 2001;
 - 3.7 Value Added Tax Act 89 of 1991;
 - 3.8 Income Tax Act 58 of 1962;
 - 3.9 Skills Development Act 97 of 1998;
 - 3.10 Stock Exchanges Control Act 1 of 1985 and the Rules and Listing Requirements of the JSE Securities Exchange issued in terms thereof;
 - 3.11 South African Schools Act 84 of 1996;
 - 3.12 Further Education and Training Colleges Act 16 of 2006;
 - 3.13 Higher Education Act 101 of 1997;
 - 3.14 Protection of Personal Information Act 4 of 2013.
 - 3.15 Electronic Communications and Transactions Act 25 of 2002
 - 3.16 Prevention and Combatting of Corrupt Activities Act 12 of 2004
 - 3.17 Occupational Health and Safety Act 85 of 1993
 - 3.18 Promotion of Access to Information Act 2 of 2000
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4. PRIVACY PRACTICES

4.1 Personal Information that Advtech may collect:

- 4.1.1 Identity Data;
 - 4.1.2 Contact Data;
 - 4.1.3 Financial Data;
 - 4.1.4 Transactional Data;
 - 4.1.5 Service Data;
 - 4.1.6 Technical Data;
 - 4.1.7 Usage Data;
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4.1.8 Marketing and Communications Data;

4.2 Advtech collects personal and/or other information to:

- 4.2.1 provide services , as well as any services that are purchased from it (including goods you purchase from our website);
- 4.2.2 administer various education programs;
- 4.2.3 operate facilities;
- 4.2.4 comply with statutory obligations, including submissions to the Companies and Intellectual Property Commission, as well as interacting with regulatory authorities;
- 4.2.5 conduct business case analysis;
- 4.2.6 conduct recruitment exercises, including referrals, and hiring processes, including the capturing of a job applicant's details and the providing of status updates to such a job applicant. In this context criminal record and credit checks will be conducted;
- 4.2.7 retain and make information available on its website;
- 4.2.8 provide relevant marketing concerning itself;
- 4.2.9 maintain and update customer or potential customer databases;
- 4.2.10 establish and verify identities y on its website;
- 4.2.11 diagnose and deal with technical issues and customer support queries and other use queries;
- 4.2.12 operate, administer, maintain, secure, and develop the website and the performance and functionality of its website;
- 4.2.13 protect rights in any litigation;
- 4.2.14 detect, prevent or deal with actual or alleged fraud, security or the abuse, misuse or unauthorized use of its website and/or contravention of its privacy notice or of the terms and conditions that apply to the use of its website;
- 4.2.15 communicate and keep a record of communications;
- 4.2.16 information about changes to its website, privacy notice or other relevant changes;
- 4.2.17 to create user profiles and analyse and compare how users make use of its website, including (without limitation) habits, click-patterns, preferences, frequency and times of use, trends and demographics;
- 4.2.18 to analyse and compare the kinds of access devices that users use and where they are used; and
- 4.2.19 for other purposes relevant to its business activities, provided the purposes are lawful.

Further detail on Advtech's privacy notice may be found on the website in 1 above. In addition, the following direct link has been provided for convenience.

[\[Click here to download the Privacy Notice\]](#)

5. ACCESS TO RECORDS

5.1 Automatic disclosures

The following information is freely available:

- Advtech Limited Annual Report – see website in 1 above.

5.2 Records that may be requested

The following records of Advtech may be available upon request:

- Company records;
- Financial records;
- Tax records;
- Asset records;
- Income and other tax records;
- Employment records;
- Employment policies;
- Information technology records;
- Procurement records;
- Other party records.

Note that recording a category or subject matter in this manual does not imply that a request for access to such record/s will be honoured. All requests for access will be evaluated on a case- by-case basis on their own merits, and Advtech reserves the right to decline to grant access to records in accordance with the provisions of the Act.

5.3 Request procedures

Any person wishing to gain access to information (“the requestor”) must use the prescribed form (see 12 below) to make the request for access to information. This request must be made in writing and addressed to the Information Officer at the contact details set out in 1 above.

The requestor must –

- provide sufficient detail on the request form to enable the Information Officer to identify the record and the requestor; and
- indicate in which form of access is required; and
- specify a postal address or fax number within South Africa; and
- identify the right that the requestor is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise of that protection.

If a request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request to the satisfaction of the Information Officer.

The Information Officer will decide whether to grant the request or to decline the request and must notify the requestor in the required form.

If the request is granted, then an access fee must be paid for the search, reproduction, and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

If, after reasonable steps have been taken to find a record requested and same cannot be located or does not appear to exist, Advtech will advise the requestor accordingly.

6. AVAILABILITY OF THE MANUAL

This manual is available for inspection free of charge at the registered address as set out in the contact details at 1 above during normal business hours. Any person may also request a copy of this manual upon payment of a fee mentioned in the Act. Furthermore, a copy is available on Advtech's website as set out in 1 above.

7. FEES

See Annexure "A"

8. DEPOSIT

In accordance with section 54(2) of the Act, Advtech may require a deposit in cases where searching for a record exceeds 6 hours.

The deposit will represent one third of the access fees payable by the requestor.

9. GROUNDS FOR REFUSAL

Refer to Annexure "B"

10. RIGHT OF APPEAL

A requestor that is dissatisfied with the Information Officer's refusal to grant access to any information may –

- Within 30 days of being informed that the request was not granted lodge an internal appeal; or
 - Within 30 days of notification of the decision apply to court for relief.
 - Likewise, any third party dissatisfied with the Information Officer's decision to grant a request may, within 30 days of notification of the decision, apply to court for relief.
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11. UPDATES TO THIS MANUAL

This manual will be updated whenever Advtech makes material changes to the current version or as informed by amendments to the Act.

12. PRESCRIBED FORMS

The prescribed forms can be accessed on the Information Regulator's website on the following links:

[Form 2: Request for Access to Record](#)

13. RECIPIENTS OR CATEGORIES OF RECIPIENTS

Advtech may, in the ordinary course of its business, disclose personal information to the following categories of recipients, where such disclosure is required for legitimate operational, academic, contractual, recruitment or legal purposes:

- Employees and internal stakeholders within Advtech on a need-to-know basis;
 - Parents, guardians, and authorised representatives of learners and students;
 - Educational authorities, regulatory bodies, and accreditation institutions;
 - Recruitment clients and candidates;
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- Service providers and operators who process personal information on behalf of Advtech, including but not limited to:
 - IT service providers and system administrators;
 - Cloud storage and hosting providers;
 - Payment processors and financial institutions;
 - Professional advisors, including legal, audit, and compliance service providers;
 - Third-party academic or extracurricular service providers, including examination bodies and educational partners;
 - Law enforcement agencies, courts, and dispute resolution bodies, where required by law or legal process;
 - Medical professionals or emergency service providers, where necessary to protect the vital interests of a data subject;
 - Any other party to whom disclosure is authorised or required by applicable law or with the consent of the data subject.
 - All disclosures are undertaken in accordance with applicable data protection laws and subject to appropriate confidentiality and security safeguards.
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14. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

Advtech may transfer personal information to third parties located in countries outside the Republic of South Africa, where such transfer is necessary for operational, academic, recruitment, legal or other administrative purposes.

Such transborder flows may include, but are not limited to:

- Storage of personal information on secure cloud-based systems hosted internationally;
- Use of international software platforms and educational technologies;
- Engagement with foreign academic institutions, examination bodies, or partners;
- Communication with data subjects or stakeholders located outside South Africa.

Where personal information is transferred across borders, Advtech will take reasonably practicable steps to ensure that:

- * The recipient is subject to laws, binding corporate rules, or agreements that provide an adequate level of protection substantially similar to POPIA; or
 - * The data subject has consented to the transfer; or
 - * The transfer is otherwise permitted under applicable data protection legislation.
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15. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

Advtech implements appropriate, reasonable technical and organisational measures to ensure the confidentiality, integrity, and availability of personal information in its possession or under its control.

Such measures include, but are not limited to:

- * Access control mechanisms, including user authentication and role-based access restrictions;
 - * Data encryption, where appropriate, for personal information in transit and at rest;
 - * Secure storage systems, including physical and electronic safeguards;
 - * Regular system monitoring, vulnerability assessments, and risk management processes;
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- * Incident response and breach management protocols aligned with applicable legal requirements;
- * Employee training and awareness programmes relating to data protection and information security;
- * Confidentiality undertakings imposed on employees, contractors, and service providers;
- * Contractual safeguards with third-party operators to ensure compliance with applicable data protection laws.

Advtech continually reviews and updates its security measures to address evolving risks and to ensure compliance with applicable legislation and industry best practices.

Annexure “A”

FEES

The Act provides for 2 kinds of fees –

- request fees - non-refundable administration fees paid by all requestors (except personal requestors);
- access fee – paid by all requestors only when access is granted. The fee is intended to reimburse Advtech for the costs involved in searching for a record and preparing it for delivery to the requestor.

Advtech may withhold the record until the request fee and a deposit (see 8 below, if applicable) have been paid.

A requestor who seeks access to a record containing personal information about that requestor (“personal requestor”) is not required to pay the request fee.

Every other requestor, who is not a personal requestor, must pay the required request fee:

The fees payable are as follows: -

		Amount
1	The request fee payable by every requester	R140.00
2	Photocopy/ printed black & white copy of A4 size page	R2.00 per page or part thereof
3	Printed copy of A4 size page	R2.00 per page or part thereof
4	For a copy in a computer- readable form on: Flash drive (to be provided by requestor) Compact disk If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from Service Provider
6	Copy of visual images	
7	Transcription of an audio, per A4 size page	R24.00
8	Copy of an audio record on: Flash drive (to be provided by requestor) Compact disk If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
9	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. To not exceed a total cost of	R145.00 R435.00

10	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, e-mail or any other electronic transfer	Actual expense, if any

Annexure "B"

GROUND FOR REFUSAL OF ACCESS TO RECORDS OF A PRIVATE BODY

The information contained in this section is a summary of the grounds upon which a private body is entitled to raise, as grounds for the refusal of access to its records. The information is intended to provide a requestor with clarity as to the reasons why a request may be refused by the private body.

A. Section 63: Mandatory protection of privacy of a third party who is a natural person

The head of a private body must refuse a request for access to a record of that body if its disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual.

However, a record may not be refused if it consists of information:

- a) About an individual who has consented in writing to the disclosure of the information;
- b) Already publicly available;
- c) Given to the private body by the individual to whom it relates, and that individual was informed by the private body before it is disclosed that the information belongs to a class of information that may already be publicly available;
- d) About an individual's physical or mental health, or well-being, who is under the care of the requestor, and who is under the age of 18 years or incapable of understanding the nature of the request, and further if the disclosure would be in the individual's best interests;
- e) About an individual who is deceased and the requestor is the individual's next of kin, or is making the request with the written consent of the individual's next of kin;
- f) About an individual who is or was an official of a private body, and the information relates to the position or functions of the individual.

B. Section 64: Mandatory protection of commercial information of a third party

- 1) The head of a private body must refuse a request for access to a record of that private body if it contains:
 - a) Trade secrets of a third party;
 - b) Financial, commercial, scientific or technical information of a third party, other than trade secrets, where the disclosure thereof would be likely to cause harm to the commercial or financial interests of that third party;
 - c) Information supplied to the third party in confidence, and if disclosed would place the third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.

However, a record may not be refused if it consists of information:

- a) About a third party who has already consented in writing, to its disclosure to the requestor;
- b) About the results of any product or environmental testing or other investigation supplied by the private body or the results of any such testing or investigation carried out on by or on behalf of the private body and its disclosure would reveal a serious public safety or environmental risk.

C. Section 65: Mandatory protection of certain confidential information of a third party

The head of a private body must refuse a request for access to a record of that body, if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.

D. Section 66: Mandatory protection of safety of individuals, and protection of property

- a) The head of a private body must refuse a request for access to a record of that body if its disclosure could reasonably be expected to endanger the life or physical safety of an individual.
- b) The head of a private body may refuse a request for access to a record of that body if its disclosure would be likely to prejudice or impair:
 - i) The security of a building, structure, or system, including a computer or communication system; a means of transport or any other property;
 - ii) The methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme;
 - iii) The safety of the public or part of the public or the security of a building, structure, or system, including a computer or communication system, a means of transport or any other property.

E. Section 67: Mandatory protection of records privileged from production in legal Proceedings

The head of a private body must refuse a request for access to a record of that body, if the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived such privilege.

F. Section 68: Commercial information of a private body

- 1) The head of a private body may refuse a request for access to a record of that body if the record:
 - a) Contains trade secrets of the private body;
 - b) Contains financial, commercial, scientific or technical information, other than trade secrets of the private body, and the disclosure thereof would likely cause harm to the commercial or financial interests of that body;
 - c) Contains information, the disclosure of which could reasonably be expected to put the private body at a disadvantage in contractual or other negotiations; or prejudice the body in commercial competition;
 - d) Is a computer programme as defined in the Copyright Act, No. 98 of 1978, which is owned by the private body, unless it is required to give access to a record in terms of PAIA.

However, a record may not be refused if it consists of information:

About the results of any product or environmental testing or investigation (excluding the results of preliminary testing or investigations conducted for developing methods of testing), carried out by or for the public body, and the disclosure thereof would reveal a serious public safety or environmental risk.

G. Section 69: Mandatory protection of research information of a third party, and protection of research information of a private body

- 1) The head of a private body must refuse a request for access to a record of that body, if the record contains information about research being carried out or to be carried out, by or on behalf of a third party, and if this were to be disclosed, it would be likely to expose:
 - a) the third party, or
 - b) the person carrying out the research or will be carrying out the research on behalf of the third party, or
 - c) the subject matter of the research, to a serious disadvantage.
- 2) The head of a private body may refuse a request for access to a record of that body, if the record contains information about

research being carried out or about to be carried out, by or on behalf of the private body, and if this were to be disclosed it would likely to expose:

- a) the private body or
- b) the person carrying out the research or will be carrying out the research on behalf of the private body, or
- c) the subject matter of the research to a serious disadvantage.

H. Section 70: Mandatory disclosure in the public interest

- a) Despite the above listed grounds for refusal, the head of a private body must grant a request for access to a record of that body if, the disclosure thereof would reveal evidence of:
 - i) A substantial contravention of, or failure to comply with the law; or
 - ii) An imminent and serious public safety or environmental risk; and
- b) The public interest in the disclosure of the record, outweighs the harm contemplated under the ground for refusal.