WERKSMANS
ATTORNEYS

06 October 2026

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 AND THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

KULULEKO NPC

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PART A- GENERAL

1 DEFINITIONS

Terms and words which are not defined in this Manual shall bear the meanings ascribed to such terms in the SA Information Legislation. The following words and expressions shall bear the meanings assigned to them below and cognate words and expressions bear corresponding meanings -

1.1 "**Biometric Information**" - Personal Information resulting from specific processing relating to a person's physical characteristics which allows a unique identification, including facial recognition templates (POPIA s26(a)).

1.2 "**Constitution**" - the Constitution of the Republic of South Africa, 1996;

1.3 "**Data Subject**" - as defined in POPIA;

1.4 "**Employee**" - a current or former employee (temporary or permanent and irrespective of contract type), partner, worker, intern, consultant, individual / independent contractor, and / or director;

1.5 "**External Parties**" - service providers, customers, donors, funders, partners, volunteers, community members, requesters in terms of PAIA, Data Subjects enacting their rights in terms of POPIA, other complainants and enquirers, job applicants, premises visitors and information technology ("**IT**") users, excluding Employees;

1.6 "**Guide**" - the guide initially published by the South African Human Rights Commission and updated by the Regulator in terms of section 10 of PAIA;

1.7 "**Information Officer**" - Kululeko NPC's information officer whose details appear at 8.1;

1.8 "**Kululeko NPC**", "**Kululeko**", "**we**", "**us**" or "**our**" - Kululeko NPC, a non-profit company incorporated in accordance with the laws of South Africa, with registration number 2025/793334/08. Kululeko is the responsible party under POPIA for all Personal Information processed, also processed through its Projects;

1.9 "**Manual**" - this manual, prepared in accordance with section 51 of PAIA, as updated or amended from time to time;

1.10 "**PAIA**" - the Promotion of Access to Information Act No 2 of 2000 and its regulations, as amended from time to time;

1.11 "**person**" or "**entity**" - includes any natural or juristic person, association, business, close corporation, company, concern, enterprise, firm, partnership, joint venture, trust, undertaking, voluntary association, body corporate, and any similar entity, in any jurisdiction;

1.12 "**Personal Information**" - any information relating to a natural or juristic person which identifies or can be used to identify such person, excluding completely anonymous information;

1.13 "**POPIA**" - the Protection of Personal Information Act No 4 of 2013 and its regulations, as amended from time to time;

1.14 "**process**" - any operation or activity or any set of operations concerning Personal Information as defined in POPIA and including the collection, storage and distribution of Personal Information, and "**processing**" and "**processed**" should be construed accordingly;

1.15 "**Regulator**" - the Information Regulator established in terms of POPIA;

1.16 "**SA Information Legislation**" - collectively, POPIA and PAIA;

1.17 "**South Africa**" - the Republic of South Africa;

1.18 "**Privacy Policy**" - Kululeko NPC's privacy policy, which explains how Kululeko processes Personal Information across all of its Projects;

1.19 "**Projects**" - all of Kululeko's projects from time to time, whether current or future, including TAPP, Sakhisizwe and BEE3, described in section 7;

1.20 "**TAPP**" - Kululeko's community safety project, which uses drones, CCTV cameras, wearable panic devices and an operations centre;

1.21 "**Security Compromise**" - where an unauthorised person accesses or acquires your Personal Information;

1.22 "**you**" – includes a Requester or Data Subject, as the context may indicate, and "**your**" should be construed accordingly.

2 STRUCTURE OF THIS MANUAL

2.1 Part A deals with general matters.

2.2 Part B deals with records.

2.3 Part C deals with POPIA and Personal Information.

2.4 Part D deals with access to records in terms of PAIA.

3 INTRODUCTION

3.1 The Constitution of the Republic of South Africa, 1996, ("**the Constitution**") entrenches the fundamental right to information, by providing a statutory right of access, on request, to any record held by the state and private bodies.

3.2 This manual is published pursuant to section 51 of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**") which was promulgated in order to nurture an ethos which promotes transparency, accountability and effective governance of all private and public bodies. PAIA gives effect to section 32 of the Constitution which provides for the right of access to information in a manner that affords persons a means/platform to obtain the records of private and public bodies as promptly and as efficiently as reasonably possible to endorse, including but not limited to, mechanisms and procedures that empower and educate all persons.

3.3 PAIA establishes the following statutory rights of requesters to any record of a private body if –

3.3.1 that record is required for the exercise or protection of any of his or her rights;

3.3.2 that requester complies with all the procedural requirements; and

3.3.3 access is not refused in terms of any ground referred to in PAIA.

3.4 PAIA requires organisations to compile a manual as a guide to requesters of information. The Manual also serves to indicate the types of records held by Kululeko and the availability of such records from Kululeko.

3.5 In addition, this manual explains how to access, or object to, or request correction or deletion of, personal information held by Kululeko, in terms of sections 23, 24 and 25 of the Protection of Personal Information Act 4 of 2013 ("**POPIA**"), and the Regulations Relating to the Protection of Personal Information, 2017 ("**POPIA Regulations**").

3.6 Kululeko NPC, as a responsible party as defined in section 1 of POPIA, is empowered in terms of the provisions of PAIA to provide access to information to a requester, while having the responsibility of ensuring that the fundamental conditions relating to the lawful

processing of information in terms of POPIA, in relation to both juristic and natural persons, are adhered to.

3.7 Kululeko can process information to meet its duties in terms of PAIA, and as provided for in terms of section 11 of POPIA.

3.8 This manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requestors are advised to familiarise themselves with the provisions of PAIA and POPIA before making any requests to Kululeko in terms of these Acts. However, in terms of section 19 of PAIA, and Regulations 2 and 3 of the POPIA, Kululeko will provide such assistance as is required in completing the necessary forms, by parties applying for access to information or personal information.

3.9 Kululeko makes no representation and gives no undertaking or warranty that the information in this manual or any information provided by it to a requestor is complete or accurate, or that such information is fit for any purpose. All users of any such information use such information entirely at their own risk, and Kululeko will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this manual or of any information provided by Kululeko or from any error therein.

4 AVAILABILITY OF THE NPC'S MANUAL AND ENTRY POINT FOR ACCESS

4.1 This Manual is available in electronic and hard copy in English. The hard copy is available at the address indicated at paragraph 8.1. The electronic version of this Manual is available on our website at the following hyperlink: https://www.kululeko.org

4.2 Kululeko endorses the spirit of PAIA and believes that this Manual will assist requesters in exercising their rights.

4.3 In summary, the manual provides information on the –

4.3.1 contact details of the Information Officer;

4.3.2 structure and functions of Kululeko and its Projects;

4.3.3 subjects and categories of records that are held by Kululeko;

4.3.4 procedure that needs to be followed;

4.3.5 criteria that has to be met by a requester to request access to a record; and

4.3.6 the processing activities of Kululeko in terms of POPIA.

5 UPDATING OF THIS MANUAL

5.1 This Manual will be reviewed when necessary, but at least once per year.[1] The Manual will be updated from time to time.

5.2 We will upload an updated version of this Manual on our website. It is your responsibility to ensure that you are familiar with this Manual and that you check the website to make sure that you are referring to the latest version.

5.3 The last date of update and version number is indicated on the cover page.

6 WHO MAY REQUEST INFORMATION?

6.1 PAIA provides that a requester is only entitled to access a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, and that those requests are made in accordance with both PAIA and where applicable POPIA, will be considered.

6.2 A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

6.3 Requesters may fall into one of the following categories –

6.3.1 a personal requester who requests confirmation on whether or not Kululeko holds personal information about him/herself;

6.3.2 a personal requester who requests a record about him/herself, or requests to have a record relating to him/herself corrected or deleted;

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1 PAIA, section 51(2).

6.3.3 an agent requester who requests a record on behalf of someone else;

6.3.4 a third party requester who requests a record about someone else; and

6.3.5 a public body, who may request a record if –

6.3.5.1 it fulfils the requirements of procedural compliance;

6.3.5.2 the record is required for the exercise or protection of a right; and

6.3.5.3 no grounds for refusal exist in PAIA.

7 OVERVIEW OF KULULEKO NPC AND ITS PROJECTS

7.1 Kululeko is a non-profit company that works to reduce inequality in South Africa by helping to unlock the township economy. Its Projects currently include TAPP, a community safety project; Sakhisizwe, a grassroots community engagement arm that works in communities through door to door engagement, dialogue circles, community surveys and research; and BEE3, which proposes a simpler, voluntary alternative to B-BBEE compliance. Kululeko will add new Projects over time, and this Manual applies to all of them.

7.2 This Manual will be updated whenever a new Project changes the records Kululeko holds or how it processes Personal Information.

7.3 TAPP carries out Kululeko's most sensitive processing of Personal Information and is described in more detail below.

7.4 TAPP uses drones on patrol over defined areas and fixed CCTV cameras installed at viable locations on the peripheral boundary of an area. TAPP operates on an incident-triggered model with the following characteristics -

7.4.1 during routine patrol, the drones surveil the area however **no video footage** will be captured, recorded, transmitted or stored. Therefore, no personal information will be processed during the routine operations;

7.4.2 upon the occurrence of a trigger event, this includes a reported crime, detected threat or an emergency situation, drones will commence with capturing and processing live video, still images, audio, thermal and night-vision imagery, geolocation data, timestamps, movement patterns, vehicle information, behavioural indicators.

7.4.3 pursuant to this, the operations centre may share the location of the trigger event with the South African Police Service ("**SAPS**"), local law enforcement agencies, and where applicable, medical, fire and disaster management services. This will likely depend on the nature of the trigger event.

7.5 TAPP deploys the following surveillance and analytical technologies -

7.5.1 CCTV cameras at viable locations on the peripheral boundary of the area;

7.5.2 drones cover more dense interior landscape;

7.5.3 the CCTV cameras may also capture still images, location-specific imagery and metadata, including timestamps and camera identifiers; and

7.5.4 audio recording for incident documentation and evidential purposes.

7.6 TAPP does not currently use facial recognition technology.

8 INFORMATION OFFICER, DEPUTY INFORMATION OFFICER AND CONTACT DETAILS OF KULULEKO NPC

8.1 Kululeko NPC's Information Officer and Deputy Information Officer are registered with the Regulator under registration number 2026-066200 (registered on 7 September 2026), and their contact details are set out below. The Information Officer handles all requests on Kululeko's behalf, across all of its Projects, and ensures that the requirements of PAIA are administered in a fair, objective and unbiased manner.

The Information Officer:	Heidi Botha
Deputy Information Officer:	Robert Stephen Nienaber
Principal Place of Business	8 Bird Street, Stellenbosch, 7600
Postal Address:	8 Bird Street, Stellenbosch, 7600
e-mail:	info@kululeko.org

8.2 Should you wish to enact any right in terms of SA Information Legislation, or otherwise have any other records or information processing related query, please contact our Information Officer.

9 GUIDE BY THE REGULATOR AND THE REGULATOR'S DETAILS[2]

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

9.2 You can access the Guide at https://inforegulator.org.za or by request to the Information Officer.

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

9.4 The Information Regulators contact details are as follows -

Physical address:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Email address:	enquiries@inforegulator.org.za
Website:	www.inforegulator.org.za
Toll Free:	0800 017 160Telephone: 010 023 5200
Postal address:	P.O. Box 31533, Braamfontein, Johannesburg, 2017
PAIA complaints:	PAIAComplaints@inforegulator.org.za

[2] PAIA, section 51(1)(b)(i).

PART B - RECORDS

10 AUTOMATICALLY AVAILABLE RECORDS[3]

10.1 The following records are automatically available on our website and it is therefore not necessary to apply for access thereto in terms of PAIA -

10.1.1 Kululeko NPC's Privacy Policy;

10.1.2 published annual reports and anonymised research reports; and

10.1.3 this Manual.

11 RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION[4]

Records are kept in accordance with legislation as is applicable to Kululeko, which may include (but is not limited to) the following legislation:

No	Category of Records	Legislation
1	**Employment records**	• Basic Conditions of Employment Act No 75 of 1997 • Employment Equity Act No 55 of 1998 • Skills Development Levies Act No 9 of 1999 • Skills Development Act No 97 of 1998 • Labour Relations Act No 66 of 1995 • Unemployment Insurance Act No 63 of 2001 • Unemployment Insurance Contributions Act No 4 of 2002
2	**Employee benefits records**	Pension Funds Act No 24 of 1956
3	**B-BBEE records**	Broad-Based Black Economic Empowerment Act No 53 of 2003
4	**Company records**	• Nonprofit Organisations Act 71 Of 1997 • Companies Act No.71 of 2008
5	**Records relating to intellectual property**	• Trade Marks Act No 194 of 1993 • Intellectual Property Laws Amendments Act No 38 of 1997
6	**Tax records**	• Income Tax Act No 58 of 1962 • Tax Administration Act No 28 of 2011 • Value-Added Tax Act No 89 of 1991
7	**PAIA compliance records**	PAIA
8	**Privacy policy, other policies, requests and compliance records**	POPIA
9	**CAA compliance records**	Civil Aviation Act No.13 of 2009
10	**PSIRA registration records**	Private Security Industry Regulation Act No.56 of 2001

3 PAIA, section 51(1)(ii).

4 PAIA, section 51(1)(b)(iii).

No	Category of Records	Legislation
11	**Health and safety records**	Compensation for Occupational Injuries and Diseases Act No 130 of 1993
12	**Health and safety records**	Occupational Health and Safety Act No 85 of 1993
13	**Electronic records and communications**	Electronic Communications and Transactions Act No 25 of 2002
14	**Records of communications**	Regulation of Interception of Communications and Provision of Communication-related Information Act No 70 of 2002
15	**Cybersecurity incident records**	Cybercrimes Act No 19 of 2020
16	**Evidence provided in criminal proceedings**	Criminal Procedure Act No 51 of 1977
17	**Reports, photographs and other creative works**	Copyright Act No 98 of 1978
18	**Various**	Such other legislation as may from time to time be applicable.

12 DESCRIPTION OF THE TYPES OF RECORDS / SUBJECTS OF INFORMATION WHICH WE HOLD[5]

The following table contains a description of the types of records / subjects of information which Kululeko holds, and the categories of records held on each subject:

1	**COMPANY SECRETARIAL RECORDS**	
	Company Records	• Company incorporation documents • Memorandum of Incorporation • Directors' names, addresses, identity numbers and financial information as required for statutory records • Agendas and minutes of Board of Directors and Management meetings • Records relating to appointment of directors, auditor, public officer and/or other officers • Annual financial statements • Statutory registers • Statutory returns to relevant authorities • Other statutory records
2	**PROCUREMENT**	
2.1	**Third parties**	• Customer and Service Provider contracts • Customer and Service Provider data
3	**LEGAL**	
3.1	**General**	• General legal matters • Contracts • Correspondence • Trademarks
3.2	**Risk and compliance**	• Policies and procedures • Audit records
3.3	**Knowledge**	• Publications
3.4	**Location and communications**	• Biometric templates and images for facial recognition • Location and movement data • Audio recordings;

5 PAIA, section 51(1)(b)(iv).

		• Vehicle information (ANPR) • Facial validation outcomes • Metadata and incident logs
3.5	**Insurance**	• Details of insurance coverages, limits and insurers • Insurance policies
4	**HUMAN RESOURCES AND LABOUR RELATIONS**	
4.1	**Labour relations records**	• Personnel documents and records (including employment contracts, medical aid, pension fund, disciplinary, clock in/out event logs; shifts, breaks and overtime, daily activity and productivity logs; site-level dashboards; overrides and notes; salary and leave records)
4.2	**Income tax**	• Pay-as-you-earn (PAYE) records • Documents issued to Employees for income tax purposes • Records of payments made to South African Revenue Services on behalf of Employees • Unemployment Insurance Fund
5	**FINANCE**	
	Finance	• Accounting records • Annual budget • Bank statements • Invoices • Asset register • VAT records
6	**OFFICE LOGISTICS**	
	Facilities management	• Security records • Building records
7	**TAPP DATA**	
	Security Event Capture	• Video and images • Audio recordings • Thermal and night vision imagery • Location and movement data • Vehicle information (ANPR) • Biometric Information (FRT) • Behavioural and object-recognition data • Metadata and incident logs
	Special Personal Information	• Biometric information (facial images and recognition templates • Race or ethnic origin, if incidentally revealed in footage • Criminal behaviour data, where footage relates to suspected offences.
	Children and Vulnerable Persons	• May be incidentally captured in footage during Trigger events. However, no facial recognition technology is applied to children.
	Community engagement (Sakhisizwe)	• Community survey responses • Dialogue circle and engagement records • Research findings and reports • Volunteer and community champion records
	Donors, funders and partners	• Donor and funder records • Grant and partnership agreements • Reports to funders
8	**OTHER**	
	Marketing and Communication	• Marketing brochures • Marketing strategies

PART C – PERSONAL INFORMATION

13 INTRODUCTION

13.1 PAIA requires that this Manual describes the processing of Personal Information that we do.[6]

13.2 We process personal information in compliance with POPIA and the eight conditions for lawful processing contained therein.

13.3 A fuller description of how we process personal information through its Projects is contained in Kululeko's Privacy Policy.

13.4 This Manual should be read with Kululeko's Privacy Policy.

14 THE PURPOSE OF THE PROCESSING THAT WE DO[7]

14.1 Kululeko processes personal information in terms of the lawful bases recorded in its Privacy Policy. For TAPP, the purposes are set out in the table below -

Processing Activity	Purpose
Routine patrol	Deterrence and situational awareness. No personal information is recorded or stored.
CCTV boundary monitoring	Motion-triggered monitoring of the peripheral boundary of an area; deterrence; detection of and response to Trigger events; preservation of evidence; support to SAPS and emergency services.
Incident-triggered capture (video, stills, audio, thermal)	Respond to Trigger events; protect life and property; preserve evidence for investigation; assist emergency response.
ANPR	Identify vehicles of interest linked to Trigger events; assist with stolen vehicle recovery; support SAPS investigations.
Facial Recognition Technology (in future) / biometric identification	Identify persons involved in defined Triggered Events where FRT trigger criteria are met; support law enforcement investigations.
Audio recording	Provide situational and evidential context where necessary and proportionate to the Trigger Event.

6 PAIA, section 51(1)(c).

7 PAIA, section 51(1)(c)(i).

Processing Activity	Purpose
Object recognition	Identify objects or hazards linked to Trigger events (e.g. weapons, abandoned items).
Behavioural analytics	Preliminary identification of suspicious activity, subject to mandatory Human Review before any action is taken.
SAPS/NAVIC disclosure	Report verified incidents and match results to SAPS; preserve evidence for criminal proceedings.
Retention and logging	Accountability, audit, dispute resolution, regulatory compliance.

14.2 Kululeko also processes personal information to run its community engagement work through Sakhisizwe, including community surveys, dialogue circles and research; to manage employees, directors, volunteers and job applicants; to receive, acknowledge and report on donations and grants; to manage suppliers and partners; to operate its websites; and to comply with its legal obligations.

14.3 Personal information is not used for any purpose other than those set out above. Kululeko does not sell personal information or share it for commercial purposes, and TAPP data is never used for marketing.

15 CATEGORIES OF DATA SUBJECTS AND TYPES OF PERSONAL INFORMATION[8]

15.1 Kululeko processes personal information relating to a variety of Data Subjects and types of Personal Information as follows:

Data Subject	Types of Personal Information processed
Community members, visitors, bystanders, suspects,	Live video / images
Vehicle owners, drivers	ANPR records
Persons captured in surveillance footage	Biometric templates
Community members, visitors, bystanders, suspects within audio range	Audio recordings
Persons within thermal sensor range	Thermal / night-vision imagery
Persons and vehicles tracked during incidents	Geolocation / movement patterns
Suspects, complainants, response personnel	Incident logs
Suspects, persons of interest	Human review notes
Operations centre operators, system administrators	Audit logs
Community members taking part in surveys, dialogue circles and research	Contact details (optional), age group, area, views, experiences and survey responses

8 PAIA, section 51(1)(c)(ii).

Data Subject	Types of Personal Information processed
Employees, directors, volunteers, community champions and job applicants	Identity, contact, employment, qualification, banking and tax information
Donors, funders, partners and suppliers	Contact details of representatives, banking and tax details, agreements and correspondence
Website visitors	Contact form submissions and technical and cookie information
Data Subjects enacting their rights in terms of POPIA	• Identifying Information • Contact Information • Correspondence

16 DISCLOSURE OF PERSONAL INFORMATION[9]

16.1 Where we share your personal information, we will take all reasonable and practicable measures to ensure that the third party who we have shared your Personal Information with will treat it with the same level of confidentiality and security as is required by us and that the information will be used solely for the purpose for which it was disclosed for. Where necessary, we have agreements in place with third parties ensuring this. We cannot, however, guarantee the security of any information which we share with a third party.

16.2 Kululeko shares personal information only when necessary and only with the recipients described below:

Recipient	Purpose
Operations centre operators	Monitoring, response and human review of Trigger events.
Data centre service provider	Hosting and storage of TAPP data in South Africa.
SAPS / NAVIC	Verified incident reporting; stolen vehicle match confirmation; evidence for criminal proceedings.
Local law enforcement and emergency responders	Emergency response where life, safety or property is at immediate risk
Other operators	Technical support, maintenance and analytics under Kululeko's instructions.
Other service providers	IT, email, payroll, banking and audit services for Kululeko's other activities, under written agreements.
Funders and partners	Anonymised or aggregated findings and reports only, unless the Data Subject has agreed otherwise.

16.3 Kululeko does not sell, rent or trade personal information. Personal information is not disclosed for marketing, commercial profiling or any purpose unrelated to its Projects.

9 PAIA, section 51(1)(c)(iii).

16.4 TAPP does not make bulk disclosures of personal information. Disclosure is limited to specific, verified incidents.

17 TRANSFER OF PERSONAL INFORMATION OUTSIDE OF SOUTH AFRICA[10]

17.1 All TAPP data is hosted in South Africa in secure data centres. There are currently no transborder flows of Personal Information under TAPP.

17.2 Should Kululeko need to transfer personal information outside South Africa in the future, it will:

17.2.1 Obtain Information Officer and board of Kululeko NPC approval before any transfer.

17.2.2 Assess the transfer against the requirements of POPIA section 72 (including whether the recipient country has adequate data protection laws or whether the data subject has consented).

17.2.3 Put in place appropriate contractual safeguards.

17.2.4 Update this Manual and the Privacy Policy to inform the community.

18 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES[11]

18.1 POPIA requires Kululeko to take appropriate, reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised access to personal information (s 19(1)).

18.2 Kululeko has the following safeguards in place -

Safeguard	Description
Encryption	All personal information is encrypted in transit and at rest.
Access control	Role-based access ensures that only authorised personnel can access personal information, based on their specific role and need.
Multi-factor authentication	All access to Kululeko's systems requires multi-factor authentication.

10 PAIA, section 51(1)(iv).

11 PAIA, section 51(1)(v).

Safeguard	Description
Segregation of duties	Different personnel handle different aspects of data processing to prevent any single person having unrestricted access.
Audit logging	Tamper-evident logs record all access to and actions on personal information, including who accessed it, when and why.
Export restrictions	Personal information cannot be copied, downloaded or exported from Kululeko's systems without authorisation.
Testing and monitoring	Regular penetration testing, vulnerability scanning, security patching and continuous monitoring.
Staff training	All personnel with access to personal information receive data protection and security training.
Privacy masking and geofencing	Technical measures to limit capture to relevant areas and to mask areas not related to a Trigger event.
Vendor contracts	Third-party operators are bound by written agreements that require equivalent security measures (POPIA ss 19-21).

18.3 Kululeko will regularly review and update its security measures to respond to new threats and to comply with best practice.

18.4 Kululeko recognises that children and vulnerable persons require additional protection.

18.5 Therefore the following additional safeguards apply -

18.5.1 Children may be incidentally captured in footage during Trigger events. TAPP does not deliberately target children for surveillance.

18.5.2 Systematic redaction and blurring protocols are applied to protect the identity of children in footage.

18.5.3 FRT is not applied to children.

18.5.4 Access to footage containing children is restricted to the minimum number of authorised personnel necessary.

18.5.5 Disclosure of footage containing children is subject to additional review and approval by the Information Officer.

18.5.6 Requests involving a child's personal information must be made by a competent person (parent, guardian or other person with legal authority) and are handled directly

by the Information Officer (POPIA s 35: a competent person must act in the best interests of the child).

18.6 Vulnerable persons, including elderly persons and persons with disabilities, are treated with equivalent care and additional safeguards where appropriate.

19 SECURITY COMPROMISE

19.1 If Kululeko has reasonable grounds to believe that a Security Compromise has occurred, Kululeko will:

19.1.1 Notify the Information Regulator as soon as possible, through the Regulator's eServices portal;

19.1.2 Notify affected data subjects (you) as soon as reasonably possible, unless a law enforcement authority or the Information Regulator directs a delay; and

19.1.3 Inform you of the possible consequences, the measures Kululeko is taking, and what you can do to protect yourself.

19.2 Notification may be provided by email, SMS, post, public notice or through its websites, depending on the circumstances.

19.3 Kululeko maintains a detailed Incident Response Plan that governs how breaches are detected, contained, investigated, reported and reviewed.

20 EXERCISE OF A RIGHT IN TERMS OF POPIA

If you are our Data Subject, you have the rights afforded to you in POPIA. You may exercise the rights described below in the manner so described.

20.1 Notification[12]

You have the right to be informed when your personal information is being collected, why it is being collected, and who is collecting it. Our Privacy Policy forms part of our obligation to inform you of that right.

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12 POPIA, section 18.

20.2 **Objection**[13]

Where you wish to object to the processing of your Personal Information, you must complete the prescribed form attached to this Manual as **Form 1 in Annexure A**.

20.3 **Correction / Deletion**[14]

Where you wish to request that we delete or correct your Personal Information, you must complete the prescribed form attached to this Manual as **Form 2 in Annexure B**.

Making an objection or a request for correction or deletion is free. You may also send it by email, WhatsApp, SMS or post, or make it by telephone (we will record the call), as long as it gives us the information the form asks for. We will tell you the outcome of a correction or deletion request within 30 days.

20.4 **The right not to be subject to solely automated decisions**[15]

As a data subject, you have the right to not be subjected to a decision that produces legal effects or significantly affects you if that decision is based solely on automated processing.

20.5 **Access**[16]

20.5.1 You have the right to request that we confirm, free of charge, whether we hold Personal Information about you. You may request from us the record or a description of the Personal Information which we hold, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.

20.5.2 Where you are required to pay a fee for access in terms of POPIA, we will provide you with a written estimate and may require that you pay a deposit.

20.5.3 A request for access to Personal Information may be subject to refusal in terms of PAIA.

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13 POPIA, section 11(3)(a).

14 POPIA, section 24.

15 POPIA, section 71.

16 POPIA, section 23.

PART D - ACCESS TO RECORDS

21 PAIA - HOW TO REQUEST ACCESS TO A RECORD

21.1 To request a record in terms of PAIA, you (a "**Requester**") must complete the prescribed form attached to this Manual as **Annexure A** (the "**Request**"). This Request must be sent to the Information Officer at the addresses provided at 8.1.

21.2 You must in the Request -

21.2.1 provide sufficient detail to enable the Information Officer to identify the record(s) requested and the Requestor;

21.2.2 indicate which form of access is required;

21.2.3 identify the right that they are seeking to exercise or protect;

21.2.4 provide an explanation of why the requested record is required for the exercise or protection of that right; and

21.2.5 if the 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 reasonable satisfaction of the Information Officer.

21.3 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will make a decision whether or not to grant a Request.

21.4 If you are requesting access to footage that may contain your image, please provide:

21.4.1 The date and approximate time of the incident or period in question.

21.4.2 The location where you think your image may have been captured (as precisely as possible).

21.4.3 A description of what you were doing or wearing, to help identify relevant footage.

21.4.4 Proof of your identity (such as a copy of your identity document).

21.5 If you are requesting access to CCTV footage specifically, please also indicate the approximate location along the boundary perimeter and the direction from which you approached or were present, as this will help identify the relevant camera and footage.

21.6 We will acknowledge your request within 5 business days and respond within the period required by POPIA. Where footage contains images of other persons, those persons' images will be redacted before the footage is provided to you.

22 PAYMENT OF FEES

22.1 PAIA provides for two types of fees for Requesters requesting a record -

22.1.1 a request fee, which will be a standard non-refundable administration fee, payable prior to the Request being considered (collectively, "**the Request Fee**"); and

22.1.2 an access fee, payable when access to the record is granted, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs (collectively, "**the Access Fee**").

22.2 Once a Request has been made by you, the Information Officer will give you notice to pay the Request Fee, which must be paid before your Request can be further processed.

22.3 If the preparation of a record being requested will require more than six hours, we will request you to pay one third of the Access Fee as a deposit.

22.4 We may withhold a record until you have paid the fees as indicated in 22.1.

23 APPLICABLE TIME PERIODS

23.1 We will by notice inform you within 30 days after receipt of a Request of its decision whether or not to grant the Request.

23.2 The 30-day period may be extended by a further period of not more than 30 days for one of the reasons indicated in PAIA, including where the Request is for a large number of records or requires a search through a large number of records.

24 OUTCOME OF THE REQUEST (GRANTING OR REFUSING)

24.1 If your Request has been granted, you must pay the Access Fee.

24.2 If your Request is refused, the notice referred to in 23.1 will state adequate reasons for the refusal, including the provisions of PAIA relied upon; and that you may lodge a complaint to the Regulator or an application with a Court against the refusal of the request.

25 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

25.1 A Request may be refused on one or more of the following grounds –

25.1.1 protection of privacy to a third party who is a natural person;

25.1.2 protection of the commercial information of a third party;

25.1.3 protection of certain confidential information of a third party;

25.1.4 protection of the safety of individuals and the protection of property;

25.1.5 protection of records privileged from production and legal proceedings;

25.1.6 our commercial information; and/or

25.1.7 the protection of our or a third party's research information.

25.2 Despite any grounds for refusal of access to records provided for in PAIA, a Request must be granted if the disclosure of the record would reveal evidence of substantial contravention of or failure to comply with the law or imminent and serious public safety or environment risk, and the public interest in the disclosure of the record clearly outweighs the harm contemplated.[17]

25.3 If a Request concerns a third party, we will notify that party and consider their representations before reverting to you.

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17 PAIA, section 70.

26 REMEDIES FOR REFUSAL

26.1 If a deposit has been paid in respect of a Request which is refused, the Information Officer or his/her duly authorised representative shall repay the deposit to the Requester.

26.2 Should the Requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 180 days after notification of the refusal lodge a complaint with the Regulator or apply to a Court for the appropriate relief.

26.3 There is no internal appeal against a decision of a private body. A complaint to the Regulator is made on Form 5 and can be sent to PAIAComplaints@inforegulator.org.za.

ANNEXURE A – REQUEST FOR ACCESS

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:
1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer
(Address)

E-mail address:

Fax number:

*Mark with an **"X"***

☐ Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers		Facsimile	

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**)"*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at ____________________this____________day of ________________20

____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

____

Signature of Information Officer

ANNEXURE B – OBJECTION AND CORRECTION OR DELETION FORMS

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number……

A	**DETAILS OF DATA SUBJECT**
Name and surname of Data Subject:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party *(if the responsible party is a natural person)*:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
Name of public or private body *(if the responsible party is not a natural person)*:	
Business address:	
Contact number(s):	
FAX number:	

E-mail address:	
C	**REASONS FOR OBJECTION (Please provide detailed reasons for the objection)**

Signed at …….. this day ……..…. of ……. 20…….

Signature of Data subject (applicant)

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

Note:
Affidavits or other documentary evidence in support of the request must be attached.
If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number……

Mark the appropriate box with an "x".
Request for:

☐ Correction or deletion of the Personal Information about the Data Subject which is in possession or under the control of the responsible party.

☐ Destroying or deletion of a record of Personal Information about the Data Subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	**DETAILS OF DATA SUBJECT**
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party *(if the responsible party is a natural person)*:	
Residential, postal or business address:	

Contact number(s):	
FAX number:	
E-mail address:	
Name of public or private body *(if the responsible party is not a natural person)*:	
Business address:	
Contact number(s):	
FAX number:	
E-mail address:	
C	**REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT / *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)**

*Delete whichever is not applicable

Signed at …….. this day …….…. of …… 20…….

Signature of Data subject

ANNEXURE C – FEES

FEES PAYABLE IN RESPECT OF RECORDS REQUESTED FROM KULULEKO NPC

Item	The fees, in respect of private bodies, are as follows for reproduction of and access to records –	Amount
1	The request fee payable by every requester	R140.00
2	For every photocopy of an A4-size page or part thereof	R 2.00
3	For every printed copy of an A4-size page or part thereof	R 2.00
4	For a copy in a computer-readable form on: • flash drive (to be provided by requestor) • compact disc - if provided by the requestor - If provided to the requestor	 R40.00 R40.00 R60.00
5	For a transcription of visual images, for an A4-size page or part thereof	Service to be outsourced. Will depend on quotation from service provider.
6	For a copy of visual images	
7	For a transcription of an audio record, for an A4-size page or part thereof	R 24.00
8	For a copy of an audio record on: • flash drive (to be provided by requestor) • compact disc - if provided by the requestor - If provided to the requestor	 R40.00 R40.00 R60.00
12	To search for and prepare the record for disclosure for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation. To not exceed the total cost of	R145.00 R435.00

For purposes of section 54(2) of the Act, the following applies –

- six hours as the hours to be exceeded before a deposit is payable; and
- if the search exceeds 6 hours, one third of the amount per request is payable as a deposit by the requester.

The actual postage, e-mail, or any other electronic transfer expense, if any, is payable if a copy of a record must be posted to a requester.