

Manual
Of
Thriving Family (RF) NPC
trading as
Focus on the Family
Africa

Prepared and compiled on 2022-11-30 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Thriving Family(RF) NPC trading as Focus on the Family Africa.

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1. INTRODUCTION

Thriving Family (RF) NPC was incorporated in South Africa with interests in the non-profit industry without members and has the following objectives:

To help families thrive by reaching out to families, parents and children in the community and to provide help through resources, programmes, counseling and care services with the aim of building healthy marriages, family unity and stability. The approach of the company is founded on Christian principles.

Thriving Family (RF) NPC is a public benefit organisation, is registered for Section 18 (a) of the Income Tax Act, 1962 and qualifies as a beneficiary for the purpose of B-BBEE.

2. THE ACT

The Promotion of Access to Information Act, No 2 of 2000 (“The Act” or “PAIA”) was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

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

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assists you to-

- 3.1 check the categories of records held by Thriving Family (RF) NPC trading as Focus on the Family Africa which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of Thriving Family (RF) NPC trading as Focus On The Family Africa, by providing a description of the subjects on which Thriving Family (RF) NPC trading as Focus On The Family Africa holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Thriving Family (RF) NPC trading as Focus On The Family Africa which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 know if Thriving Family (RF) NPC trading as Focus On The Family Africa processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if Thriving Family (RF) NPC trading as Focus On The Family Africa plans 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
- 3.10 know whether Thriving Family (RF) NPC trading as Focus On The Family Africa has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed

4. CONTACT DETAILS:

Information Officer: Graeme Schnell

Postal Address: Private Bag X7023
Hillcrest
3610

Physical Address: 32 Old Main Road
Hillcrest
3610

Telephone No: 031 716 3300

E-mail: Info@fotf.co.za

Website: www.safamily.co.za

Facebook <https://www.facebook.com/FocusOnTheFamilyAfrica/>

Focus App https://play.google.com/store/apps/details?id=fm.iono.p1280&hl=en_ZA&gl=US

Instragram <https://www.instagram.com/focusonthefamilyafrica/>

Twitter https://twitter.com/Focus_Africa

Deputy Information Officer 1: Penelope Mtasa

Email: penelopem@fotf.co.za

Deputy Information Officer 2: Sharon Davids

Email: sharond@fotf.co.za

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

5.1 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.

5.2 The Guide is available in English.

5.3 The aforesaid Guide contains the description of-

5.3.1 the objects of PAIA and POPIA;

5.3.2 the postal and street address, phone, email address of-

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

5.3.3 the manner and form of a request for-

- access to a record of a public body contemplated in Section 11 of PAIA; and
- access to a record of a private body contemplated in Section 50 of PAIA;

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

5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;

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

- an internal appeal;
- a complaint to the Regulator; and

- an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
 - 5.3.10 the regulations made in terms of Section 92 of PAIA.
- 5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 5.5 The Guide can also be obtained-
- 5.5.1 upon request to the Information Officer;
 - 5.5.2 from the website of the Information Regulator (<https://inforegulator.org.za/>).

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of the Record	Available on Website	Available upon request
Company records	<ul style="list-style-type: none"> - Contact details, physical address - Company registration documents - Vat registration documents - Section 18A - Banking details - NPO Certificate - PBO Certificate 	<ul style="list-style-type: none"> X X X 	<ul style="list-style-type: none"> X X X X
Marketing Information	<ul style="list-style-type: none"> - social media - adverts - emails upon request 	<ul style="list-style-type: none"> X X 	<ul style="list-style-type: none"> X X
Compliance documents	<ul style="list-style-type: none"> - BBBEE Certificate - Tax Compliance status 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> X X

7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Thriving Family (RF) NPC trading as Focus on the Family Africa holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan, Finance Policy
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records - UIF records - PAYE records - IRP5 records - Compensation Commissioner records
Client information	<ul style="list-style-type: none"> - Debit order mandate - Counselling clients records - training register records - events register records - invoices and credit notes
Supplier Information	<ul style="list-style-type: none"> - Credit application agreements - SLA - Trading contracts - POPI consent form - Data processing agreement

8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Thriving Family (RF) NPC trading as Focus on the Family Africa, which includes but is not limited to, the following –

Category of Records	Applicable Legislation
Memorandum of incorporation	The Nonprofit Organisations Act 71 of 1997
PAIA Manual	Promotion of Access to Information Act 2 of 2000 Protection of Personal Information Act of 2013
Customer records	Consumer Protection Act
Employee records	- Basic conditions of employment Act 75 of 1997 - Labour relations Act 66 of 1995 - Promotion of Access to Information Act 2 of 2000
Human Resources	Occupational Health and Safety Act
Annual Financial Records	Income Tax act 63 of 2001

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

We only process personal information for:

- Customers/ Community groups
- Suppliers
- Employees

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

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, contact details and bank details, next of kin,
Service Providers	names, registration number, vat numbers, address, contact details and bank details
Employees	address, qualifications, contact details, gender and race, next of kin

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

Security safeguards

- Information collected is only made available to the users of that information e.g. information for counselling clients is kept in the counselling department by specific practitioners.
- Some of the information like names, identity numbers, banking details is also stored in the cloud and is password protected.
- Information on hard copies for employees and clients is locked away
Information that is no longer needed is permanently deleted from storage
- Hard copies of information is discarded of using a shredder, and therefore can't be recovered in any way

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by Thriving Family (RF) NPC trading as Focus On The Family Africa

Records held by Thriving Family (RF) NPC trading as

Focus on the Family Africa may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 1 (Annexure A) and submit same as well as payment of courier fees, if applicable, to the Information Officer at the postal or physical address, electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Thriving Family (RF) NPC trading as Focus On The Family Africa will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 1 (Annexure B). If, in addition, the requester requires the reason for the

decision in any other manner, they must state the manner and the particulars so required.

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

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

11. FEES

The requester must pay the courier fees prior to the information being couriered.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for Thriving Family (RF)

NPC trading as

Focus on the Family Africa to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - o Trade secrets of that third party;
 - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - o Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;

- The commercial activities of Thriving Family (RF) NPC trading as Focus On The Family Africa which may include:
 - o Trade secrets of Thriving Family (RF) NPC trading as Focus On The Family Africa
 - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Thriving Family (RF) NPC trading as Focus On The Family Africa ;
 - o Information which, if disclosed could put Thriving Family (RF) NPC trading as Focus On The Family Africa at a disadvantage in negotiations or commercial competition;
 - o A computer program, owned by Thriving Family (RF) NPC trading as Focus on the Family Africa and protected by copyright.
- The research information of Thriving Family (RF) NPC trading as Focus On The Family Africa or a third party, if its disclosure would reveal the identity of Thriving Family (RF) NPC trading as Focus On The Family Africa, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

13. DECISION

Thriving Family (RF)

NPC trading as

Focus on the Family Africa will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 1 (Annexure B). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which Thriving Family (RF) NPC trading as Focus on the Family Africa has to decide whether to grant or refuse the request, maybe extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Thriving Family (RF) NPC trading as Focus on the Family Africa and the information cannot reasonably be obtained within the original 30 day period. Thriving Family (RF) NPC trading as Focus on the Family Africa will notify the requester in writing should an extension be sought.

AVAILABILITY OF THE MANUAL

The manual of Thriving Family (RF) NPC trading as Focus On The Family Africa is available at the premises of Thriving Family (RF) NPC trading as Focus On The Family Africa as well as on the website of Thriving Family (RF) NPC trading as Focus on the Family Africa.

Signed by: _____

Date: _____

ANNEXURE A: FORM 1

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: _____

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		
	Cellular:		

Request is made on behalf of another person			
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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.)</i>			
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 (<i>this includes photographs, slides, videorecordings, computer-generated images, sketches, etc</i>)	
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 (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
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 (<i>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</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address (for own account)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	

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

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	Electronic communication

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE B: FORM 1

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
 (a) courier fees, (if any), is payable before your request is processed.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees courier prescribed in Annexure A.	
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OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(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)</i>	

Kindly note that your request has been:

- Approved
- Denied, for the following reasons:

4. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference No.: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer