



RUSTENBURG
GIRLS' HIGH SCHOOL

RUSTENBURG GIRLS' HIGH SCHOOL PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

**DATE OF COMPILATION: August 2022
DATE OF REVISION: January 2026**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“DIO”	Deputy Information Officer;
1.2	“IO”	Information Officer;
1.3	“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
1.4	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.5	“Regulator”	Information Regulator.
1.6	“RGHS”	Rustenburg Girls' High School
1.7	“WCED”	Western Cape Education Department

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at Rustenburg Girls' High School (the School), without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of RGHS;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from RGHS regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from RGHS, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if RGHS has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 know whether RGHS has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF RUSTENBURG GIRLS' HIGH SCHOOL

3.1. Legal Status

RGHS is a public school in the Western Cape, and established in 1894 under the South African Schools Act (SASA), No 84 of 1996 and as amended. The school is a juristic person whose functions are described in the Act. The professional management of the school is performed by the Principal under the authority of the Head of Department of WCED.

3.2. Objectives/Mandate/Functions

RGHS is a leading academic school based in Rondebosch, Cape Town and committed to our core values of:

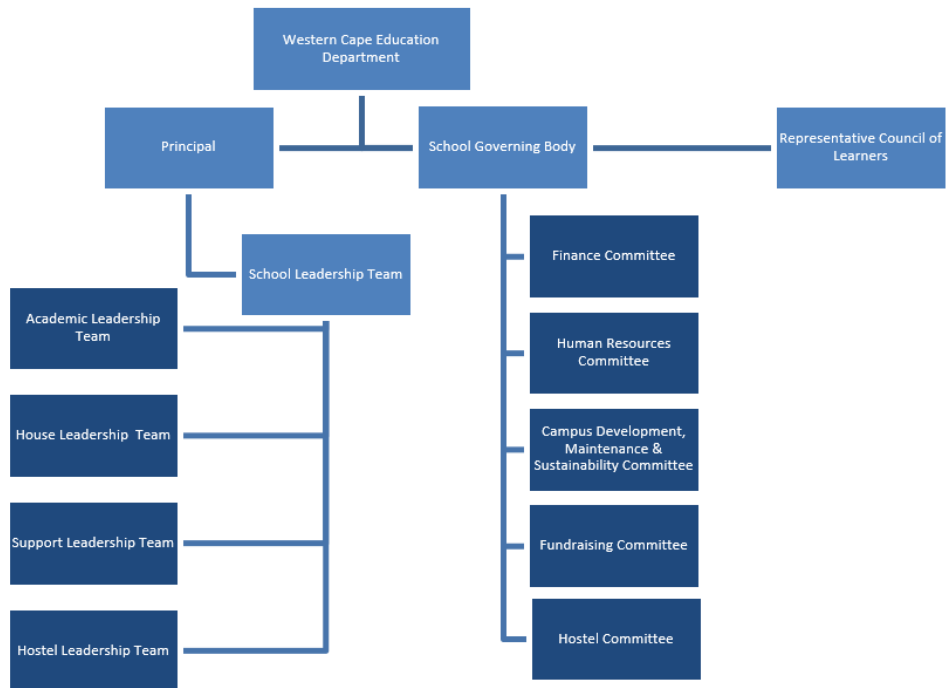
- Integrity;
- Acceptance;
- Respect;
- Kindness; and
- Gratitude.

We strive to create opportunities for each learner to develop their individual strengths and leadership skills. We commit to create a safe, supportive and inclusive environment, offering a wide range of opportunities to enable quality teaching, learning and personal development. We strive to nurture the potential of each individual to benefit both the school and broader community.

3.3. Language of Learning and Teaching

The language of learning and teaching of the school is English

4. ORGANISATIONAL STRUCTURE OF RUSTENBURG GIRLS' HIGH SCHOOL



5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RUSTENBURG GIRLS' HIGH SCHOOL

5.1. Information Officer

Name: Michael Gates, Principal
 Tel: 021 686 4066
 Email: principal@rghs.org.za

5.2. Deputy Information Officer

Name: Graeme Broster, Operations Manager
 Tel: 021 686 4066 x236
 Email: brosterg@rghs.org.za

5.3 Deputy Information Officer

Name: Francis Vogts, ICT Manager
 Tel: 021 686 4066 x246
 Email: vogtsf@rghs.org.za

5.4 Access to information general contacts

Email: info@rghs.org.za

5.5 Address

Postal Address:	Campground Road, Rondebosch, 7700
Physical Address:	44 Campground Road, Rondebosch, 7700
Telephone:	021 686 4066
Email:	info@rghs.org.za
Website:	www.rghs.org.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY RUSTENBURG GIRLS' HIGH SCHOOL

- 6.1. A requester may lodge an internal appeal, **within 60 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to:
 - 6.1.1. refuse a request for access (see 9.2 below) or
 - 6.1.2. charge a fee (see 9.6 below);
- 6.2. A third party may lodge an internal appeal, **within 30 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to grant access to a record that contains information about the third party (see 9.6 below).
- 6.3. An internal appeal is lodged by completing the prescribed form (Form 4, Annexure C attached) and delivering or sending it to the Information Officer/Deputy Information Officer.
- 6.4. A requester or third party may complain to the Regulator or apply to court for appropriate relief if an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal.
- 6.5. The application to court must be made **within 180 days** after being informed of the outcome of the internal appeal.

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

- 7.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 7.2. The Guide is available in each of the official languages.
- 7.3. The aforesaid Guide contains the description of-

- 7.3.1. the objects of PAIA and POPIA;
- 7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 7.3.2.1. the Information Officer of every public body, and
 - 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 7.3.3. the manner and form of a request for-
 - 7.3.3.1. access to a record of a public body contemplated in section 113; and
 - 7.3.3.2. access to a record of a private body contemplated in section 504;
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 7.3.7. the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁵ Section 14(1) of PAIA- *The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

⁶ Section 51(1) of PAIA- *The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

7.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

7.3.10. the regulations made in terms of section 92¹¹.

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

7.4.1. upon request to the Information Officer;

7.4.2. from the website of the Regulator (www.inforegulator.org.za).

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY RUSTENBURG GIRLS' HIGH SCHOOL

Categories	Subject Matter	Availability
Governance	Constitution of the SGB Minutes of meetings Minutes of SBG committees Details of members of the school governing body	Available on request Available on request Available on request Names published on website, other details available on request
Finance	Annual audited financial statements Monthly management accounts Invoices Credit notes Receipts Payment schedules PAYE, SDL, UIF reports	Available on request Available on request Available on request Available on request Available on request Available on request Available on request

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

	Insurance policies and claims Petty cash book School fees Applications for exemption from payment of school fees Software licences Assets register	Available on request Available on request Available on request Available on request Available on request Available on request
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School policies	Public policies Internal policies	Freely available on the website Available on request
Learners' academic and extra-curricular activities records, disciplinary record	Quarterly progress report Annual promotion schedules Copies of NSC certificates/statement of results Academic awards Sports awards Culture awards Other awards Learners' personal files (profiles) Past Learners information	Available on request but learners who require their own records may make verbal applications. As above As above As above As above As above As above As above As above
Personnel records	Contracts of employment & Personal files Discipline register Staff meeting minutes Attendance register Workman's Compensation claims Appraisals Applications and interview materials	Employees who require their own records may make verbal requests. Available on request Available on request Available on request Available on request Available on request Available for only six months after the appointment process
School suppliers/service providers	Tender documents Contracts Invoices Service providers' compliance documentation	Available on request Available on request Available on request Available on request
Statutory compliance	PAIA Manual Skills Development Plan Employment equity plan	Hard copy in reception office, school library and on website Available on request Available on request
Database of parents and learners	Application forms and updates Admission register	Available on request Available on request
Safety	Safety committee members' details Incident register Accident register Safety committee quarterly meeting minutes Safety reports	Available on request Available on request Available on request Available on request Available on request
Professional management	Circulars and instructions from the WCED Official school logbook	Freely available on WCED website Available on request

	Copies of all examination question papers and accompanying memoranda School timetable Class registers	Available on request Available on request Available on request
News	Newsletters Special letters to parents School magazine School newspaper (The Bug Magazine)	Freely available on the website Available on request Freely available on the website Freely available on the website
Information Technology	Information Systems Network Security Technology Assets	Available on request Available on request Available on request

9. FORM OF REQUEST & FEES

9.1. The requester of information must comply with all the procedural requirements contained in the Act relating to the request for access to a record. In this regard:

9.1.1. The requester must use the prescribed form to make the request for access to a record. For ease of reference this prescribed form is attached (Form 2, Annexure A) to this manual.

9.1.2. The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should further also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

9.1.3. The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

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

9.2. RGHS will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time period cannot be complied with.

9.3. The requester shall be informed whether access is granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he/she must state the manner and the particulars so required.

9.4. Requests for information which are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources will be refused.

- 9.5. Requests for access to records which contain the personal information of third parties will require the consent of the third party. The Information Officer/Deputy Information Officer will take all reasonable steps to inform the third party as soon as possible about such a request.
- 9.6. Within 21 days of the notification above, the third party may either make written or oral representations to the Information Officer/ Deputy Information Officer as to why the request should be refused; or give written consent for the disclosure of the record.
- 9.7. A requester who seeks access to a record containing personal information about him/herself (the requester) is not required to pay a request fee.
- 9.8. Every other requester, who is not a personal requester, must pay the prescribed request fee as laid out in Form 3 (Annexure B).

10. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY RUSTENBURG GIRLS' HIGH SCHOOL

- 10.1 The parents and learners of the School participate in the formulation of Policy through their elected representatives on the School Governing Body (SGB) and Representative Council of Learners (RCL) respectively.

11. PROCESSING OF PERSONAL INFORMATION

11.1 Purpose of Processing

- 11.1.1 Personal Information is processed to comply with the RGHS's contractual obligations and legislative mandates.
- 11.1.2 Personal Information is used for:
 - 11.1.2.1 Human resources and employment purposes such as: (1) recruitment, selection and placement; (2) administration of compensation and benefits; (3) performance management and training; and (4) government reporting;
 - 11.1.2.2 Risk management which includes physical and electronic security and access control;
 - 11.1.2.3 Planning;
 - 11.1.2.4 Procurement of goods and services; and
 - 11.1.2.5 Rendering of services.

11.2 Description of the categories of Data Subjects and Recipients of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed	Recipients
Prospective parents and current parents	name, identification number, biographical information, contact details, employment details.	Only for internal use. No sharing of information.
Prospective and current learners	name, identity number, biographical information, contact details, academic history, medical information	Shared with the Department of Education as and when required by law.
Service Providers	name, company registration number/ identity number, biographical information, contact details, compliments or complaints.	Only for internal use. No sharing of information.
Prospective employees, current employees, consultants, interns and volunteers	name, identification number, biographical information, contact details; educational, employment and criminal history, biometric and health information, psychometric assessments and references, background checks.	Only for internal use. No sharing of information.
Current employees, consultants, interns	Account information, performance reports and skills/training reports.	Only for internal use. No sharing of information.
Volunteers and Partners	name, identification number, biographical information and contact details	Only for internal use. No sharing of information.

11.3 Planned trans-border flows of personal information

11.3.1 RGHS shall not transfer personal information about a data subject to a third party who is in a foreign country unless—

11.3.1.1 The third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that:

11.3.1.2 effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural or juristic person; and

- 11.3.1.3 includes provisions relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
- 11.3.1.4 The data subject consents to the transfer;
- 11.3.1.5 The transfer is necessary for the performance of a contract between the data subject and RGHS, or for the implementation of pre-contractual measures taken in response to the data subject's request;
- 11.3.1.6 The transfer is necessary for the conclusion of performance of a contract between RGHS and a third party; or
- 11.3.1.7 The transfer is for the benefit of the data subject, and—
 - 11.3.1.7.1 - it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
 - 11.3.1.7.2 - if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

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

11.4.1 Physical Safeguards:

- 11.4.1.1 Access to facilities and equipment is access controlled and auditable;
- 11.4.1.2 Access points are limited with provision for physical security controls, such as window bars, grilles, shutters and security doors. Where required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance;
- 11.4.1.3 Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors.

11.5 Technical measures

- 11.5.1.1 Agreements concluded with third parties/service providers include the protection of confidentiality of information;
- 11.5.1.2 Risks are assessed during the development of new applications and systems, when changing existing systems, when changing business processes and when areas of concern are identified;

- 11.5.1.3 Risk to our information and communication technology (ICT) infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training. Similar safeguards are required from service providers, suppliers and business partners who require access to personal information collected by RGHS

12. AVAILABILITY OF THE MANUAL

- 12.1 This Manual is made available in English. A copy thereof, or the updated version thereof, is also available as follows -
- 12.1.1 on www.rghs.org.za ;
 - 12.1.2 at the school for public inspection during normal business hours;
 - 12.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 12.1.4 to the Information Regulator upon request.
- 12.2 A fee for a copy of the Manual, as contemplated in Form 3 (Annexure B) of the Regulations, shall be payable per each A4-size photocopy made.

13. UPDATING OF THE MANUAL

- 13.1 RGHS will, if necessary, update and publish this Manual annually.

14. DOCUMENT CONTROL

DATE	DESCRIPTION
May 2022	DRAFT Document
August 2022	Approved by Leadership Team
August 2025	Annexure A update in line with instructions from Information Regulator received 31 August 2025

ANNEXURE A – Form for Request for Access (Form 2)

PDF Form supplied from Information Regulator -

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

ANNEXURE B – Fees (Form 3)

PDF Form supplied from Information Regulator -

<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>

ANNEXURE C – Internal Appeal (Form 4)

PDF Form supplied from Information Regulator -

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form04-Reg9.pdf>