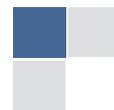




New Apostolic Church  
South Africa

# Promotion of Access to Information Act - Manual



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DECEMBER 2021

**NEW APOSTOLIC CHURCH SOUTH AFRICA**

(Registration number: 1928/000517/08)

**MANUAL ISSUED IN TERMS OF:**

**SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (PAIA) READ WITH  
THE PROCESSING OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)**

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**1. Introduction**

This Manual (the **Manual**) has been compiled in accordance with the requirements of PAIA, read with the relevant sections of POPIA.

The New Apostolic Church South Africa (the **Church**) is a private body as defined in PAIA, and this Manual contains the information specified in section 51 of PAIA, which is applicable to such a private body.

The New Apostolic Church South Africa is a non-profit organization. The Church's purpose is to provide pastoral and administrative support to its ministers and members in the exercise of their conviction of faith and duties ordained into, appointed to or assigned by the Church. The Church does not form part of a group of Companies. The Church currently employs 60 employees and conducts most of its operations at its Administration Office on the corner of Alduwa and Victoria roads, Southfield, Cape Town.

A copy of the Manual will be made available to the South Africa Human Rights Commission (**the SAHRC**) or the Information Regulator, whichever may be applicable, and the New Apostolic Church International, and will be accessible on the Church's website.

The Manual will be updated on a regular basis in accordance with the requirements of section 51(2) of PAIA.

**2. Contact Details**

The President of the Church, District Apostle **John Leslie Kriel**, is the head of the Church for purposes of PAIA and is the Church's information officer for purposes of POPIA. In addition, **Martin Mullins** has been designated as deputy information officer for purposes of PAIA and POPIA (referred to as **deputy information officer** or **DIO**).

Their contact details are as follows:

**Information Officer:**

Telephone: 0860 994 106

E-mail: Districtapostle@nac-sa.org.za

**Deputy Information Officer/s:**

Telephone: [0860 994 106]

Email: M.mullins@nac-sa.org.za

Postal address:

Private Bag X25, Plumstead 7800

Physical address:

Cnr Victoria and Alduwa Roads, Southfield, Cape Town, South Africa

**3. Purpose of the PAIA manual**

- 3.1 This PAIA Manual is intended to ensure that the New Apostolic Church South Africa complies with the Act and to foster a culture of transparency and accountability within New Apostolic Church South Africa by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 3.2 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.
- 3.3 Section 9 of the Act recognises that the right to access 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 which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 3.4 In addition, this PAIA Manual complies with the requirements of Section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

#### 4. **GUIDE ON HOW TO USE PAIA**

- 4.1 PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request for information from the Church, the public body must be acting in the public interest. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided.
- 4.2 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised guide on how to use PAIA (the **Guide**), in an easily and comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.3 The Guide is available in each of the official languages and in braille.
- 4.4 The Guide contains a description of –
- 4.4.1 the objects of PAIA and POPIA;
  - 4.4.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 4.4.2.1 the information officer of every public body, and
    - 4.4.2.2 every deputy information officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - 4.4.3 the manner and form of a request for-
    - 4.4.3.1 access to a record of a public body contemplated in section 11 of PAIA; and
    - 4.4.3.2 access to a record of a private body contemplated in section 50 of PAIA;
  - 4.4.4 the assistance available from the information officer of a public body in terms of PAIA and POPIA;
  - 4.4.5 the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.4.6 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-
    - 4.4.6.1 an internal appeal;
    - 4.4.6.2 a complaint to the Regulator; and
    - 4.4.6.3 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;
  - 4.4.7 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;
  - 4.4.8 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;
  - 4.4.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
  - 4.4.10 the regulations made in terms of section 92 of PAIA.

4.5 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.

4.6 The Guide can also be obtained-

4.6.1 upon request to the Information Officer of the Church;

4.6.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.7 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.7.1 English and Afrikaans

4.8 The contact details for the Information Regulator are (at present) as follows:

**The Information Regulator (South Africa)**

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

Telephone number: +27 (0)10 023-5200 / +27 (0)82 746-4173

Website: <https://www.justice.gov.za/inforeg/index.html>

E-mail: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za) / [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**5. Records available in terms of any other legislation**

The Church holds details of its own registration, together with its financial statements and proof of its registration in terms of section 18A of the Income Tax Act, 1962 (**the ITA**).

It holds information pertaining to its directors.

The Church holds information pertaining to its employees as required in terms of applicable employment legislation including the Basic Conditions of Employment Act, 1997, the Employment Equity Act, 1998, the Compensation for Occupational Injuries and Diseases Act, 1993, and the ITA.

The Church holds information pertaining to its members.

**6. Access to records**

6.1 For purposes of facilitating a request in terms of PAIA, the information below includes a description of the subjects on which the Church holds records and the categories into which these fall. This information is not exhaustive and may be amended from time to time.

6.2 Certain records are available without having to be requested in terms of the request procedures set out in PAIA and detailed in paragraph 7 of the Manual below.

6.3 Subject to the provisions of PAIA, information may be inspected or collected at the offices of the Church and, unless the records are available on the Church's website, an appointment to view the records will have to be made with the information officer or the deputy information officer. The schedule of reproduction fees in relation to a section 52 information request are set out paragraph 7.2.2 below.

6.4 Categories of record of the Church which are available to a person without having to request access in terms of PAIA:

Category	Description	Format	Maintained by	Stored at	Retention period
<b>Information in the public domain</b>	Incorporation documents	Hard copy and electronic copy	IO / DIO	Cnr Victoria & Alduwa Roads, Southfield	Indefinite
	Congregation Financial reports	Hard copy and electronic copy	IO / DIO	Cnr Victoria & Alduwa Roads, Southfield	5 years
	District and Apostle area financial reports	Hard copy and electronic copy	IO / DIO	Cnr Victoria & Alduwa Roads, Southfield	5 years
	Public statements and communications	Hard copy and electronic copy	IO / DIO	Cnr Victoria & Alduwa Roads, Southfield	Indefinite
	General information pertaining to the Church and information regarding the services rendered	Hard copy and electronic copy	IO / DIO	Cnr Victoria & Alduwa Roads, Southfield	Indefinite

6.5 The records listed below, which need to be requested in terms of PAIA and/or POPIA, will not in all instances be provided to a requester. In other words, the records held under the various subjects are not automatically available and access to them is subject to the nature of the information contained in the record, as well as the grounds of refusal as set out in PAIA that may be applicable to a request for such records. (See also paragraph 7.1.6 below.) The procedure in terms of which such records may be requested from the Church is set out in paragraph 7.1 below.

6.6 Categories of records that may be requested in terms of PAIA and/or POPIA:

Subjects on which the body holds records	Category / description of record	Format	Maintained by	Retention
<b>Finance &amp; Administration</b>	Minutes of the Board of Directors Minutes of meetings of the Apostles and Bishops. Resolutions Policies & procedures Financial Statements	Hard copy and or electronic copy	IO and DIO	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
<b>Personnel Records</b>	Contracts, conditions of service and other agreements; Statutory employee records; Retirement fund records; Medical aid records; Employee leave records; Employee payments and benefits (statutory and contractual); Performance management records; Records of disciplinary hearings and findings; Records of incapacity proceedings, including medical information Records of occupational injuries and diseases;	Hard copy and electronic copy	IO and DIO	As required in terms of applicable legislation / contracts of employment
<b>Supplier records</b>	Agreements with suppliers; Service level agreements with suppliers; Contact details of suppliers; Tender and bid documentation; Confidentiality agreements Non-disclosure agreements	Hard copy and electronic copy	IO and DIO	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
<b>Music</b>	Computer software; Support and maintenance agreements; Licensing agreements;	Hard copy and electronic copy	IO and DIO	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts

<b>Subjects on which the body holds records</b>	<b>Category / description of record</b>	<b>Format</b>	<b>Maintained by</b>	<b>Retention</b>
	Records regarding computer systems and programmes.  Contractual agreements with composers			
<b>Property</b>	Asset registers;  Lease agreements in respect of immovable property;  Records regarding insurance in respect of movable or immovable property.  Title deeds	Hard copy and electronic copy	IO and DIO	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
<b>Legal Records</b>	Litigation;  Appeals;  Contracts and memoranda of understanding;  Regulatory permissions, licenses, and/or exemptions.	Hard copy and electronic copy	IO and DIO	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
<b>Ministerial Records</b>	Organisational information (organisational structure, etc.);  List of all pastoral leaders at an Apostle area, district, and congregation level  List of all proposals for functions and or ministries	Hard copy and electronic copy	IO and DIO	12 months
<b>Distribution</b>	Agreements and pricing for the purchase and distribution of divine service guides, Sunday school material,	Hard copy and electronic copy	IO and DIO	12 months
<b>Pastoral</b>	List of all committee members  Confidentiality agreements	Hard copy and electronic copy		
<b>I.T.</b>	Supplier contracts and service level agreements	Hard copy and electronic copy		
<b>NACTV</b>	Supplier contracts and service level agreements  Licensed material agreements	Hard copy and electronic copy		

Subjects on which the body holds records	Category / description of record	Format	Maintained by	Retention
	Details of actions taken against copyright infringements			
<b>Communications</b>	Archive of all church material since the inception of the church in South Africa List of all pastoral documentation List of all doctrinal statements	Hard copy and electronic copy		

## 6.7 For purposes of POPIA:

6.7.1 For the purposes of facilitating a request for personal information, the information below includes details of the purpose of the processing of personal information by the Church, a description of the categories of data subjects and of the information or categories of information relating to data subjects held by the Church, the recipients or categories of recipients to whom personal information may be supplied, planned transborder flows of personal information, and a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the Church to ensure the confidentiality, integrity and availability of the information which is to be processed.

6.7.2 In terms of POPIA, a requester to whom certain personal information relates may request the Church to confirm, free of charge, whether or not it holds personal information about that particular requester.

6.7.3 A requester may make a request that the Church provides the record or a description of the personal information about the requester, which is held by it, including information about the identity of third parties, or categories of third parties, who have, or have had, access to the information. This request must be made within a reasonable time, in a reasonable manner, and format, at a fee, and in a form that is generally understandable.

6.7.4 Categories of data subjects and categories of personal information relating thereto: Finance department:

Data subjects	Categories of information
<b>1. Suppliers</b>	Details of suppliers Sales information
<b>2. Members</b>	Personal – Full names, ID's, addresses, next of kin, contact details. Members are drawn from all races and ages.

<b>3. Ministers</b>	Personal Information - Full names, ID's, addresses, next of kin, contact details.  Banking details of those who claim a reimbursement for church-related travel
<b>4. Employees</b>	All personal information including - Health declarations, pension-related information, medical aid related information

Purposes of processing:

<b>Data subject category</b>	<b>Broad description of purposes of processing</b>
<b>Suppliers</b>	Business transactions in rendering a service to the church.
<b>How is the information stored?</b>	<b>How long are the records kept?</b>
Hard copies of quotes, invoices, credit notes and proof payment are stored in a filing cabinet in the Finance department	7 years
Soft copies are stored on the employee laptops and on the SYSPRO database	Up to 10 years

Planned transborder flows of personal information:

<b>Yes</b>	<b>No</b>
	No

General description of information security measures:

<b>Technical measures</b>	<b>Organisational measures</b>
Levels of access embedded in the SYSPRO ERP package.	Data protection software, backup and archiving policies.

<b>Who has access to the information?</b>	Staff of the Finance department
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Processes	Categories of information
Supplier's information	Once approved then a supplier is loaded as an approved vendor on SYSPRO. A copy of the registration, Owners' ID documents and SARS Tax clearance certificate is required. Hard copies are kept in filing cupboards in Finance dept.

Categories of data subjects and categories of personal information relating thereto: **Ministerial records**

Data subjects	Categories of information
Ministers of the New Apostolic Church	Ministerial proposals  Names, image, age, member no (online identifier), marital status, occupation, medical history (note from doctor), possible criminal behaviour, Press release on criminal activity. Change of personal information eg. date of birth, spelling of names – use of ID docs which is received on email.
	Confidential correspondence from DA's office.
	Letters of ministers requesting early retirement, leave of absence or resignation letter sent to AP.  Letters to inform congregations about ministerial changes

Purposes of processing:

Data subject category	Broad description of purposes of processing
Ministers	To facilitate all administration relating to ministers.
	Keep updated records for future movement of ministers.

How is the information stored?	How long are the records kept?
<ul style="list-style-type: none"> <li>• Electronically <ul style="list-style-type: none"> <li>○ MIS system database</li> <li>○ Email</li> </ul> </li> </ul>	12 months from date of proposal/request/action

General description of information security measures:

Technical measures	Organisational measures
Files are backed-up daily, firewall-protected	Data protection software

Who has access to the information?	
Rectors, District Rectors, Bishops, Apostles, District Apostle, the Ministerial and IT departments.	

Planned transborder flows of personal information:

Yes	No
Yes – Personal information is received from across borders via the proposal system on MIS.	

Processes	Categories of information
Proposal information	<p>Proposal Information captured on the MIS proposal system by Rectors, District Rectors, Bishops and Apostles with their comments regarding the individual. This includes proposals from other countries eg. Namibia, Botswana, eSwatini and Lesotho. This is processed in the Ministerial dept for approval.</p> <p>Letters of approval for LOA, Resignation, Release or Reinstatement are sent to the District Rectors and Apostles who forward it to the rector in order for it to be read to the congregation. Ordinations and Rector appointment is done in the congregation by the Apostle at an appropriate date and time.</p>
Changes to incorrect information	Changes to incorrect information is also processed e.g. Date of birth, incorrect spelling of name or change of address. This is often done with the use of an ID document which is received via email.

Information (in the rare event of any allegations of criminal activity)	Information on police documents or affidavits processed that verifies that an accused is acquitted or is not guilty. Received via email.
Health records	Health records with Church proposals that is processed for early retirement.

Categories of data subjects and categories of personal information relating thereto: **Pastoral**

<b>Data subjects</b>	<b>Categories of information</b>
Members and ministers of the New Apostolic Church South Africa.	Names, image, age, member number (unique identifier), marital status, occupation, medical history (note from doctor), possible criminal behaviour.  Banking details of persons to be reimbursed in travel claims.
Non-members linked to active members	

Purposes of processing:

<b>Data subject category</b>	<b>Broad description of purposes of processing</b>
Names, image, age, member no (unique identifier), marital status, occupation, medical history (note from doctor), possible criminal behaviour.	Enables the church to have information of its volunteers.  Needed for being in a contact relationship with members.
	Provide routine and specific pastoral care to members.  Enables target intervention e.g. Scholar support during examinations, matriculants for career evenings, seriously courting couples for pre marriage counselling etc.

Banking details of persons to be reimbursed in travel claims.	To enable reimbursement for those who travel with their private vehicles for church purposes
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How is the information stored?	How long are the records kept?
<ul style="list-style-type: none"> <li>• Electronically <ul style="list-style-type: none"> <li>○ MIS system DB</li> <li>○ Email</li> </ul> </li> </ul>	5 years
Hard copies kept in boxes.	7 years

General description of information security measures:

Technical measures	Organisational measures
Access Controls	Data protection software

Who has access to the information?	
Rectors, District Rectors, Bishops, Apostles, District Apostle, committee members, marriage officers, MIS co-ordinators, the Ministerial and IT departments.	

Planned transborder flows of personal information:

Yes	No
Yes – Personal information is received from across borders via the proposal system on MIS from Namibia, Botswana, eSwatini and Lesotho.	

Processes	Categories of information
Proposal information	Proposal Information captured on the MIS proposal system by Priests, Rectors, District Rectors, Bishops and Apostles or their

	<p>comments added regarding the individual. Access is only granted to the leaders of those proposed.</p> <p>These letters are received via email on Rectors personal devices and printed to read to the congregation. Details shared on altar slips regarding ordinations done in the congregation by the Apostle.</p>
Holy Sealing control	<p>Sealing control list is completed by the apostle after sealing in congregations and sent to Registration dept. These lists include names, surname, member no (unique identifier) and date of birth. Hard copies kept in the Registration department.</p>
Travel claim forms	<p>Travel claim forms completed by the person that must be reimbursed and sent via apostle, bishop or district rector to Finance dept for processing. The form includes names, surnames and banking details of claimant.</p>
Testimonials	<p>Testimonials requested by members which include name, surname, date of birth and given to members. Viewed by rector, apostle or bishop.</p>
Marriage officers	<p>Marriage officers are required by the Department of Home Affairs to keep hard copies of couples and their witnesses ID docs, final decree of divorce, antenuptial contracts.</p> <p>Retention period – 12 months after the marriage is registered</p>
Committees	<p>Committees (eg Sexual Misconduct) where personal information is shared. Committee sometimes comprise of non-member professionals.</p> <p>Confidentiality agreements are in place for committee members. Some information is shared with rector of the congregation.</p> <p>Details of matter dealt with by the Sexual misconduct committee is housed on the server and managed in the office of the District Apostle. The way cases are dealt with the Apostle would often be the only spiritual leader involved in the matter.</p>
Personal information	<p>Covid-19 attendees lists. The register will only be used during the COVID pandemic and be destroyed after 2 months. Contact tracing protocols require retention.</p>

Categories of data subjects and categories of personal information relating thereto: Music

<b>Data subjects</b>	<b>Categories of information</b>
Choir members Orchestra members Music leaders Minors who perform in a choir or orchestra Parents of minors who perform in a choir or orchestra.	Full names, addresses, employment and contact details (email, cell numbers) of musicians in local congregations.
	Names, age, sex, contact numbers of minors.
	Full names and contact information of minor's parents.
	Names and banking details of performers on contracts.

Purposes of processing:

<b>Data subject category</b>	<b>Broad description of purposes of processing</b>
Choir members Orchestra members Music leaders Minors who perform in a choir or orchestra Parents of minors who perform in a choir or orchestra.	To communicate with musicians across the district area, Auditions Attendance registers In some cases, business transactions

<b>How is the information stored?</b>	<b>How long are the records kept?</b>
<ul style="list-style-type: none"> <li>• Electronically               <ul style="list-style-type: none"> <li>○ Laptop hard drives</li> <li>○ Email</li> <li>○ Google drive</li> </ul> </li> </ul>	12 months
Hard copies kept in boxes in the Music and Finance department.	5 years

General description of information security measures:

Technical measures	Organisational measures
Levels of access	Data protection software

Who has access to the information?	
The staff of the music department	
Congregational music leaders	

Planned transborder flows of personal information:

Yes	No
	No

Processes	Categories of information
Audition forms	Audition forms created and used to identify concert choir candidates and for communication purposes. Hard copies in music dept and with choir leader of special groups.
Attendance registers	Attendance registers to record and monitor attendance to choir activity. Used by Music dept, special group choirs and orchestra leaders and in local congregations.
Contracts	Contract being used for performers with names addresses and banking details added for payment. A cheque requisition with information attached is given to Finance dept. Finance dept processes payment and keeps the hard copies in the departments filing cupboards.
Personal information	All personal information is kept on the MIS system
Personal information - children	Collection of children's choir personal information and information of parents

Categories of data subjects and categories of personal information relating thereto: NACTV

<b>Data subjects</b>	<b>Categories of information</b>
Media specialists People interested in multimedia	Names, contact numbers and email addresses of the volunteers.
	Video material of adult members
	Video material of minors
	Footage of non-member professionals

Purposes of processing:

<b>Data subject category</b>	<b>Broad description of purposes of processing</b>
Media specialists People interested in multimedia	To provide for the viewing content in video ministry; including inserts, interviews and general video footage recorded and live.
	To spread the doctrine of the Church. To provide training for the various spheres in the Church (Music, Ministry etc.).

<b>How is the information stored?</b>	<b>How long are the records kept?</b>
<ul style="list-style-type: none"> <li>• Electronically                             <ul style="list-style-type: none"> <li>○ Laptop hard drives</li> <li>○ EVO system</li> </ul> </li> </ul>	Kept indefinitely – due to the archival nature of the material
YouTube channel	Kept indefinitely
Facebook	Kept indefinitely

General description of information security measures:

<b>Technical measures</b>	<b>Organisational measures</b>
Level of access	Data protection software

<b>Who has access to the information?</b>	
The NACTV department	
Volunteer groups	

Planned transborder flows of personal information:

<b>Yes</b>	<b>No</b>
Yes, images of members from across borders received and concerts where performers are identified on the footage are shared with regional churches belonging to the New Apostolic Church around the world.	

<b>Processes</b>	<b>Categories of information</b>
Volunteer groups	Volunteer groups on WhatsApp and via Microsoft forms who populates an EXCEL sheet with Personal information as well as corresponding with the group on email.
Images and footage	Images and footage shot by NACTV of adult members and minors, non-member professionals, inside of other denominations.
Broadcasts	Divine services or events broadcasted over numerous platforms for the benefit of members unable to be present at these events. Many musicians and other individuals are filmed in the broadcast and titled in close proximity of their image.
Streaming	Congregations will stream divine services including funerals and weddings independently of the NACTV department and where images of churchgoers are captured. Some will approach third parties that will charge a fee for the streaming to be done. This is normally done via Facebook or YouTube. There is a request from the Administration Office to remove all the recorded services from the platform used after 3 days.

Categories of data subjects and categories of personal information relating thereto: **Property**

Data subjects	Categories of information
Suppliers Lessors Lessee	Vendors/supplier names, contact and banking details.
	For Compliance, VAT and company registration forms.
	Service providers information.
	Building plans.

Purposes of processing:

Data subject category	Broad description of purposes of processing
Suppliers Lessors Lessee	Selling and leasing of church properties

How is the information stored?	How long are the records kept?
<ul style="list-style-type: none"> <li>• Electronically                             <ul style="list-style-type: none"> <li>○ Accounting software - Syspro</li> <li>○ Online banking profile</li> <li>○ Email</li> </ul> </li> </ul>	5 years
Hard copies kept for audits	7 years

General description of information security measures:

Technical measures	Organisational measures
Level of access	Data protection software

Who has access to the information?	

The Property department	
The Finance department	

Planned transborder flows of personal information:

<b>Yes</b>	<b>No</b>
	No

<b>Processes</b>	<b>Categories of information</b>
Requests for contractor services or goods from supplier	Company registration documents  SARS compliance  Personal information of owners/directors.
Rent	Rent payable schedule includes Lessor's name and banking details.
Agreement of lease	Agreement of lease which includes the Lessor's name, ID number, and banking details.

Categories of data subjects and categories of personal information relating thereto: **Distribution**

<b>Data subjects</b>	<b>Categories of information</b>
Customers purchasing goods for courier	Sales invoices & invoices from suppliers

Purposes of processing:

<b>Data subject category</b>	<b>Broad description of purposes of processing</b>
Customers (members and others)	Those who purchase use the online sales platform. With Paygate transactions are settled. Postal

	addresses are captured to ensure accurate quote and delivery details.

How is the information stored?	How long are the records kept?
<ul style="list-style-type: none"> <li>• Electronically <ul style="list-style-type: none"> <li>○ Accounting software – SYSPRO for creditors</li> <li>○ Email</li> </ul> </li> </ul>	5 years
Courier Church database	5 years

General description of information security measures:

Technical measures	Organisational measures
Level of access	Data protection software

Who has access to the information?	
The Distribution & Finance department	
The Courier companies	

Planned transborder flows of personal information:

Yes	No
Yes	

Processes	Categories of information
Online sales	Online sales order Personal and billing/delivery information.
Distribution of items	A distribution list is given to courier company

Categories of data subjects and categories of personal information relating thereto: **IT & Registration**

Data subjects	Categories of information
Members of the New Apostolic Church South Africa.  Suppliers and vendors	Names, contact numbers, email addresses, identification numbers, date of birth, gender, address of the members, marital status, relationship status, photographs, autobiographies, notes on members, ministry (letters & proposals), mandates, duties, occupation, home language, current living location and place of birth of members around the NAC-SA region.

Purposes of processing:

Data subject category	Broad description of purposes of processing
Members of the New Apostolic Church South Africa.  Suppliers and vendors	To keep record of ministerial and membership information.  To provide reporting on activity around the area of the Church.  Purchasing of software, hardware and services.

How is the information stored?	How long are the records kept?
On site	Kept indefinitely
In the cloud	Kept indefinitely
Microsoft platform	Kept indefinitely

General description of information security measures:

Technical measures	Organisational measures
Level of access	Data protection software

Who has access to the information?	
Access is controlled and reviewed. A matrix is provided with a breakdown of who has access to what.	

Planned transborder flows of personal information:

Yes	No
Yes, from Namibia, Botswana, eSwatini and Lesotho	

Processes	Categories of information
New member record form	<p>Member Registration Form</p> <p>Completed after baptism or adoption to enter details onto the MIS system. It is signed by members or parents to confirm information is correct. Information collected by the Priest or Rector and handed to MIS coordinator for capturing onto the system.</p>
Baptism certificates	<p>Requested by parents or congregation leaders. Information includes details of a minor.</p>
MIS	<p>Amendment of member records as requested by members</p>

Categories of data subjects and categories of personal information relating thereto: **Communications**

Data subjects	Categories of information
Members and non-members of the New Apostolic Church South Africa.	<p>Names, numbers, and email addresses of the volunteers (reporters and photographers) around the NAC-SA region.</p>
	<p>Images of members.</p>
	<p>Information relating to date of birth and anniversaries, marital status, (this is often posted on various local congregational Facebook pages).</p>
	<p>Images of minors</p>

Purposes of processing:

<b>Data subject category</b>	<b>Broad description of purposes of processing</b>
Members and non-members of the New Apostolic Church South Africa.	To spread the gospel of the Church.
	To provide reporting on activities of the Church.

<b>How is the information stored?</b>	<b>How long are the records kept?</b>
Laptop hard drives	Kept indefinitely
Email accounts	Kept indefinitely
Joomla content management system	Kept indefinitely
Archive library	Kept indefinitely

General description of information security measures:

<b>Technical measures</b>	<b>Organisational measures</b>
Level of access	Data protection software

<b>Who has access to the information?</b>	
Staff of the communications department	Local congregational photographers & reporters

Planned transborder flows of personal information:

<b>Yes</b>	<b>No</b>
Yes, from Namibia, Botswana, eSwatini, Lesotho and Mozambique	

Processes	Categories of information
Website	Images and reports sent from congregations to a dedicated email address which is only accessed by two staff member.
Social media pages	<p>Official NAC-SA Facebook page is used purely for information sharing with notifications of Divine services and Events on the NAC calendar. Sometimes clips are posted which may include images of members.</p> <p>There are Facebook pages of congregations run independently of the department that publish personal information and images of members. We have no control over the processing of the information. A social media guideline is available detailing the acceptable use of social media.</p>
Information and images	<p>Images and information processed at congregations for articles by volunteer reporters and photographers or videographers.</p> <p>The Church may pass the images, as well as personal details on to the New Apostolic Church International office or regional churches belonging to the New Apostolic Church around the world.</p> <p>The name/s and surname of the photographed/videoed individual may appear in a caption in proximity to the image or photograph/s or video images may be used without any reference to the name of the individual photographed or filmed. Any photographs, video and sound recordings may not be used for any commercial gain.</p>

## 7. THE REQUEST PROCEDURE

### 7.1 Form of request

7.1.1 A request for access to records held by the Church in terms of section 53 of PAIA must be made on a form that corresponds substantially with Form 2 of Annexure A to the Regulations Relating to the Promotion of Access to Information, 2021. A copy of the form is attached as **Schedule A** to the Manual. The request must be made to the [information officer / deputy information officer] of the Church at the address, telefax number or e-mail address specified in paragraph 2 above.

7.1.2 The requester must provide sufficient detail on the prescribed form to enable the [information officer / deputy information officer] of the Church to identify the record and the identity of the requester. The requester must submit details of the capacity in which the requester is making the request and indicate whether the request is made in their own name or on behalf of another person. Proof of identity of the requester must be attached to the request if it is in their own name. If a request is made on behalf of another person or entity, the requester must attach proof of authorisation to make the request.

- 7.1.3 The requester is also required to indicate what type of record s/he/it is requesting and what form of access to the relevant records is required. Additionally, the requester must provide her/his/its contact details and indicate what manner of access is requested.
- 7.1.4 The requester must provide particulars of the right to be exercised or protected and explain why the record requested is required for the exercise and protection of the aforementioned right.
- 7.1.5 For the purposes of Form 2, the requester must comply with all the procedural requirements in PAIA relating to a request for access to the relevant records.
- 7.1.6 The Church may, and must in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA. These grounds include: that access would result in the unreasonable disclosure of personal information about a third party, that it is necessary to protect the commercial information of a third party or the Church itself, that it is necessary to protect the confidential information of a third party, that it is necessary to protect the safety of individuals or property, that a record constitutes privileged information for legal proceedings, or that it is necessary to protect the research information of a third party or the Church itself.
- 7.1.7 If all reasonable steps have been taken to find a record that a requester has requested, and there are reasonable grounds for believing that the record is in the Church's possession but cannot be found, or it does not exist, then the [information officer or deputy information officer] will, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to that record.
- 7.1.8 The [information officer/deputy information officer] must, if a request for access to a record is granted or refused, inform a requester of her/his decision and the fees payable. This must be done on a form that corresponds substantially with Form 3 of Annexure A to the Regulations. A request for a copy of the Guide may not be refused. If the requester wishes to be informed of the Church's decision in another manner as well, this must be set out in the request and the relevant details included in order to allow the Church to inform the requester in the preferred manner.
- 7.1.9 The Church will make a decision in relation to a request for records within 30 days of receiving it, unless a third party notification and intervention, as contemplated in Chapter 5 of PAIA, applies. This period may be extended in appropriate circumstances, in accordance with section 57 of PAIA.

## 7.2 Fees

- 7.2.1 The access fees for reproduction of information that is automatically available from the Church (a section 52 request), are as follows:

(a)	For every photocopy/printed black and white copy of an A4-size page or part thereof.	R2,00
(b)	For every printed copy of an A4-size page or part thereof	R2,00
(c)	For copy in a computer-readable form on:	
	(i) flash drive (to be provided by requestor)	R40,00
	(ii) compact disc	
	- If provided by requestor	R40,00
	- If provided to the requestor	R60,00

(d)	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.
(e)	For a copy of visual images	Service to be outsourced, will depend on quotation from service provider.
(f)	For a transcription of an audio record, for an A4-size page	R24,00
(g)	Copy of an audio record, per A4-size page	
	(i) flash drive (to be provided by requestor)	R40,00
	(ii) compact disc	
	- If provided by requestor	R40,00
	- If provided to be requestor	R60,00

7.2.2 The request fee and access fees for information which needs to be requested in terms of PAIA and/or POPIA (a section 53 request) are as follows:

(a)	<b>Request fee payable by every requester</b>	<b>R140.00</b>
(b)	For every photocopy/printed black and white copy of an A4-size page or part thereof	R2,00
(c)	For every printed copy of an A4-size page or part thereof	R2,00
(d)	For copy in a computer-readable form on:	
	(i) flash drive (to be provided by requestor)	R40,00
	(ii) compact disc	
	- If provided by requestor	R40,00
	- If provided to the requestor	R60,00
(e)	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.
(f)	For a copy of visual images	Service to be outsourced, will depend on quotation from

		service provider.
(g)	For a transcription of an audio record, for an A4-size page	R24,00
(h)	For a copy of an audio record (i) Flash drive (to be provided by requestor) (ii) Compact disk - If provided by requestor - If provided to the requestor	R40,00 R40,00 R60,00
(i)	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably.  To not exceed a total cost of:	R145,00  R435,00
(j)	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items (b) to (h).
(k)	Postage, e-mail or any other electronic transfer	Actual expense, if any.

7.2.3 The request fee must be paid before the request will be considered.

7.2.4 Where a request for access to a record or records held by the Church is granted, the requester also has to pay an access fee for the reproduction of the record or records and for the search for and the preparation of the records for disclosure. The access fee amount depends on the form in which access is required and the reasonable time required to search for and prepare the record. The requester will be notified of the amount of the access fee. The Church is entitled to withhold a record until the required access fees have been paid.

7.2.5 The information officer may inform the requester to pay, as a deposit, a portion of the access fee (not exceeding one third of the amount payable) if the request is granted and if the search for the record and the preparation of the record for disclosure would in the information officer's opinion require more than six hours.

7.2.6 If a request is granted, the deposit (if any), is payable before the request will be processed and the requested record or portion thereof will only be released once proof of full payment is received.

### 7.3 Remedies for refusal to request for information

#### 7.3.1 *Internal remedy*

The Church does not have an internal appeal procedure. As such, the decision made by the information officer or deputy information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the information officer or deputy information officer.

### 7.3.2 *External remedy*

Where a requester is not satisfied by a decision made by information officer or deputy information officer of the Church, s/he/it may submit a complaint to the Information Regulator, or apply to court for relief, within 180 days of receiving the decision that has caused the grievance. The court application can be made to a Magistrate's Court or High Court.

## 8. **Other information as may be prescribed**

The amended Regulations published in terms of PAIA, under Government Notice R757 in *Government Gazette* 45057 of 27 August 2021, set out, among other things, the fees which may be charged by private bodies for the reproduction of records (provided in the tables above).

## 9. **Availability of the Manual**

This Manual is available at the offices of the Church at the address set out in paragraph 2 above, as well as on the Church's website ([www.nac-sa.org.za](http://www.nac-sa.org.za)).

## 10. **Acknowledgement**

The Manual has been based on an original template supplied by the SAHRC and amended accordingly based on a template supplied by the Information Regulator.

**FORM 2  
REQUEST FOR ACCESS TO RECORD**

(Section 53(1) of the Promotion of Access to Information Act, 2000)

[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 ( <i>when made on behalf of another person</i> ):	
Postal address:	
Street address:	
E-mail address:	

Contact numbers:	Tel. (B):		Facsimile:	
	Cellular:			
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):		Facsimile:	
	Cellular:			
<b>PARTICULARS OF RECORD REQUESTED</b>				
<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 of relevant part of the record:				
Reference number, if available:				
Any further particulars of record:				
<b>TYPE OF RECORD</b>				
<i>(Mark the applicable box with an "X".)</i>				
Record is in written or printed form.				
Record comprises of virtual images <i>(this includes photographs, slides, video recordings, computer-</i>				

<i>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.	
<b>FORM OF ACCESS</b>	
<i>(Mark if applicable box with an "X")</i>	
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 on compact disk drive <i>(including virtual images and soundtracks).</i>	
Copy of record saved on cloud storage server.	
<b>MANNER OF ACCESS</b>	
<i>(Mark the applicable box with an "X.")</i>	
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.	
Facsimile of information in written or printed format <i>(including transcriptions).</i>	
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>	

**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:	
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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 <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_.

\_\_\_\_\_  
Signature of requester/person on whose behalf request is made

**FOR OFFICIAL USE**

Reference number:	
Request received by ( <i>state rank, name and surname of information</i> ).	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
Signature of information officer

