SANBS
Registration No. 2000/026390/08

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") (as amended) and in compliance with the requirements of the Protection of Personal Information Act, No.4 2013 ("POPIA").

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1. An Introduction to PAIA and POPIA

1.1 The Promotion of Access to Information Act No. 2 of 2000 ("PAIA")

1.1.1 PAIA came into operation on 9 March 2001, which among other things:

1.1.1.1 seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights;

1.1.1.2 sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual; and

1.1.1.3 obliges private bodies to compile a PAIA manual, in accordance with Section 51.

1.1.2 Where a person is desirous of obtaining information from a private body, in terms of PAIA, then such person must make a request for this by following the procedure defined below and using the prescribed forms, described under the private body's PAIA manual.

1.1.3 On receipt of the request, the body receiving the request must decide if it is able to provide the requested information to the requester in accordance with the provisions of PAIA.

1.2 The Protection of Personal Information Act No. 4 of 2013 ("POPIA")

1.2.1 POPIA, which largely commenced on 1 July 2020, gives effect to a person's rights to privacy, including the rights to data privacy, and which Act, in accordance with this objective, describes and prescribes a series of conditions which have to be met when personal information is processed and used by another person, which conditions establish the minimum requirements for the processing of personal information.

1.2.2 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

1.2.3 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals, and public and private entities in the Republic of South Africa.

2. PAIA Manual

2.1 This Manual is compiled in accordance with Section 51 of PAIA, as amended by POPIA.

2.2 This Manual applies to all records held by South Africa National Blood Services, a registered non-profit private company (NPC), Registration Number: 2000/026390/08.

2.3 This Manual sets out:

2.3.1 the categories of records held by SANBS which are available without a person having to submit a formal PAIA request;

2.3.2 the description of the records held by SANBS which are available in accordance with any other legislation;

2.3.3 personal information that is processed by SANBS, 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;

2.3.4 the recipients or categories of recipients to whom the personal information may be supplied;

2.3.5 how any person may go about requesting information, including personal information, which they believe SANBS holds and which they have a right to;

2.3.6 which forms have to be completed by such person requesting the information; in accordance with the prescribed PAIA Fee Schedule published under Government Notice R187 of 15 February 2002, as amended;

2.3.7 how to lodge a withdrawal, objection or complaint against the processing by SANBS of personal information in terms of POPIA;

2.3.8 how to make or file a request for SANBS to delete or destroy personal information in terms of POPIA; and

2.3.9 the transfer of personal information outside the Republic of South Africa.

2.4 The contact details of the SANBS Information Officer and Deputy Information Officer are listed in Section 5 of this Manual.

3. Who is SANBS - About SANBS and its Business

3.1 SANBS is a registered non-profit company (NPC) providing an essential public service through the procurement, testing, processing, and provision of blood and blood products. SANBS

operates within a sound corporate governance framework in order to give all its stakeholders the assurance that the organisation is operated, managed and governed in a manner which is appropriate to a non-profit organisation.

3.2 SANBS provides an essential service within South Africa and is rated amongst the best in the world in the provision of blood and blood products, as well as in relation to the research and training provided. SANBS operates across all of South Africa, with the exclusion of the Western Cape and employs over 2500 staff members.

4. Contact Details

4.1 SANBS contact details are as follows:

Full Name	South African National Blood Service
Registration Number	2000/026390/08
Registered Address	1 Constantia Boulevard, Constantia Kloof Extension 22, Weltevreden Park, Roodepoort, 1709
Postal Address	Private Bag X14, Weltevredenpark, 1715
Telephone Number	011 761 9000
Chief Executive Officer	Ravi Reddy
Website	http://www.sanbs.org.za

5. Details of SANBS Information Officer and Deputy Information Officer

5.1 The Information Officer appointed in terms of PAIA also refers to the Information Officer referred to in POPIA. The Information Officer oversees the functions and responsibilities as required in terms of PAIA as well as the duties and responsibilities in terms of Section 55 of POPIA after registering with the Information Regulator. The SANBS Information Officer and Deputy Information Officer are registered with the Information Regulator in terms of Section 55 of the POPIA.

5.2 The details of SANBS's Information Officer and Deputy Information Officer/s are as follows:
Information Officer: CEO: Ravi Reddy
Telephone Number: 011 761 9124
Deputy Information Officer: Company Secretary: Avril Manduna
Telephone Number: 011 761 9096

6. PAIA Guide

6.1 In order to assist those who are not familiar with PAIA or POPIA, a guide that contains information to assist the requester in understanding how to exercise their rights under PAIA ("Guide") is available in all the South African official languages. The Guide is currently available on the following site:
https://www.inforegulator.org.za/wp-content/uploads/2020/07/PAIA-GUIDE

6.2 For queries or to request a copy of the PAIA Guide, contact the Information Regulator at:
The Information Regulator (South Africa)
Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
P.O Box 31533, Braamfontein, Johannesburg, 2017
Complaints email: paiacomplaints@inforegulator.org.za General enquiries email:
enquiries@inforegulator.org.za

7. Information that is Automatically Available Without a PAIA Request

7.1 All information that is publicly available on the SANBS website and social media platforms, is automatically available and can be automatically accessed by anyone, subject to our website terms of use, without having to go through the formal PAIA request process.

7.2 The aforesaid automatically available information is available on the SANBS website:
http://www.sanbs.org.za

7.3 Should any additional categories of records be designated for automatic disclosure under Section 52(2) of PAIA in the future, this Manual will be updated accordingly.

8. Records Kept in Terms of the Other Legislation

8.1 SANBS is subject to various laws and regulations that impose obligations to retain specific categories of records

8.2 These laws are detailed in Annexure "Applicable legislation".

8.3 This list is not exhaustive and will be reviewed and updated as required.

9. Categories of Records Which are Available Without Request in Terms of Section 52(2) of PAIA

9.1 The following records grouped by functional or departmental category are automatically available on our website, however this list should not be regarded exhaustive:

Category	Description
Products and Services	• Blood product guidelines for medical assessments of blood donors;
Medical	• Request and consent forms for clinical apheresis procedures; • Request and consent for haematopoietic stem cell collections; • Request and consent forms for clinical trial leukapheresis; • Consent form SANBS blood priming for clinical apheresis procedures; • Request for apheresis – JACIE accredited facilities; • Request for stem cell processing – JACIE accredited facilities; • Request for stem cell reinfusion – JACIE accredited facilities; • Request for donor lymphocyte infusion – JACIE accredited facilities; • Consent for stem cell collection and processing; • Iron pamphlets; • List of Platelets Donor Centres; • Clinical Guidelines for use of Blood and Blood Products;
Finance and Governance	• Annual Integrated Report; • Annual Financial Statements; • Blood Services Pricelist; • Broad-Based Black Economic Empowerment Verification Certificate; • Company Organogram • Code of Ethics
Procurement	• Procurement Privacy Statement; • Procurement Terms and Conditions.
Quality Management	• Quality Policy
Communications	• Media Statements;
Research	• South African National Services of Human Research Committee Terms of Reference; • Information for Applicants when submitting a research protocol for Ethics Application/Approval; • Principal Investigator HREC Application Submission; • Code of Conduct HREC Members; • Research Application Review; • Adverse events and unanticipated problems; • Protocol Amendment Application; • HREC Complaints Procedure; • Protocol Amendment Process; • Clinical Guidelines;

10. A Description of Subjects SANBS Holds Records on, and Categories of Records Which Information Is Not Automatically Available in Terms of Section 51(1)(E) of PAIA

10.1 The following records, categorised by functional or departmental classification, are not automatically available and must be requested through the formal access procedure outlined in this Manual, using Annexure A form 1. This list is not exhaustive, and any request for access to records not included herein will be considered in accordance with the provisions of the Act.

Category	Description
Blood procurement records	• **Donor consent questionnaire**: contains relevant donor information and confidential questionnaire; • **Donor and donation record**: contain relevant donor information and the numbers and frequency of donations; • **Bleeding sheet:** contains donor's name, identity criteria and blood group; • **Blood pack label:** contains label attached to the blood pack that contains all relevant donor details, the place of donation and the date of expiry of the blood; and • **Down-time records**: contain all relevant donor information for use in the event of the electronic information system being offline.
Quality Management	• **Document control records:** contain information relating to the Quality Manual Policy documents and Standard Operating Procedures; • **Records index**: contains an index of current and archived records relating to the quality of product and services provided; • **Quality Control results**: contain information relating to tests performed on products and reagents; • **Complaints and non-conformance reports:** contain information regarding nonconformance to standards and records of corrective actions taken; and • **Records of superseded procedures, manuals and publications.**
Research Development	• **Study and research records** – contain information on research protocols, approval certificates data and study reports; • **Manufacturing documentation** – contains information relating to growth factor production; and • **Chronic wound treatment records** – contain information and photographic records of treatment processes.
Information Technology	• **Blood bank module:** an interactive information system that integrates blood donor, donated blood unit, testing and patient information; • **Laboratory modules:** an interactive information system that contains all relevant laboratory data; • **Accounts receivable module**: contains interactive information system that stores and retrieves patient charge information; • **Databases**: containing information relating to the screening and blood grouping of donated blood; • **Data repository system:** stores historical donated blood records and is used to determine trend analyses and blood donor profiling; and • **Clocking system:** controls and records information relating to employee working hours and movements.
Donation Testing	• **Test run printouts:** the source of all the test results performed.
Blood Banks	• **Blood requisition form:** the form that contains the request for blood from the treating doctor, the products required and the quantity. This form also includes ICD10 codes and medical aid details; • **Delivery note:** the delivery note is signed for by the courier company or the porter providing proof the blood was collected.
Special investigations laboratory	• Donor blood reaction records; • All of the patient demographics; • All of the tests that were performed with the patient and the donor units; • A name of a contact hospital where the report has to go to; • An antibody investigation form is kept which contains the donor's demographics and all the relevant serological tests for irregular blood groups antibodies with a conclusion attached; and • Antenatal records are kept of pregnant females, which include • the patient's name and clinic demographics. It also contains blood group, type and irregular antibody tests.

Category	Description
Reagents laboratory	• A record is kept of the production of every batch of reagents. This includes the type of reagent, batch number, expiry date and the validity of the reagent for the specified test.
Tissue immunology	• A record of all HLA typing performed is kept; this will include the patient or donor demographics. It will also include the Histocompatibility type of the person. A record is kept of bone marrow donors where the HLA type and relevant details of the donor will be kept.
Quality assurance laboratory	• A record is kept of all standard operating procedures, which are used throughout SANBS. This includes all of the relevant procedures followed. A record is kept of all tests performed related to quality throughout SANBS. This includes the type of material and the test performed. A conclusion as to the validity of the reagent is added to every report.
Components production laboratory	• A label for the blood unit will be printed which contains all relevant details of the donor. A record is kept as to all of the various components that the unit of blood is divided into.
Incorporation documents	• The Memorandum of Incorporation of SANBS; and • SANBS registration documents.
Company documents	• Minutes of meetings of the members and directors of SANBS; • Register of directors of SANBS; • Power of attorney agreements and a list of persons authorised to bind SANBS; • Statutory register of SANBS; • License to practice as a blood transfusion service; • Operational records; • Company directives; • Company policies; and • Insurance policies.
Financial documents	• Accounting records, books and documents of SANBS; • Auditor's reports in respect of audits conducted on SANBS; • Tax returns of SANBS; • VAT, PAYE and UIF records; and • Documents relating to employee tax directives.
Legal documents	• Claims against SANBS; • Claims by SANBS; and • Any other legal records.
Human resources / employment records	• List of employees; • Employee benefits; • Confidentiality agreements; • Casual employee records; • Employee records; • Service agreements; • Employment contracts; • Recruitment records; • Disciplinary records; • CCMA records; • Pension fund records; • Retirement records; • Remuneration and benefits records; • Medical aid records; • Agreements with Trade Unions; • Training schedules and manuals; and • Other information relating to employees of SANBS.

Category	Description
Property records	• Title deeds; • Lease agreements; and • Contracts in respect of properties.
Customer and Supplier records	• Agreements with Suppliers; • Terms and conditions; • Transaction details; • Debtors' information; • Debtors' collections; • Agreements relating to trading activities of SANBS; • Agency, supply and distribution agreements; and • Purchase order information.
Medical records	• All other medical records not previously specified.
Correspondences	• Correspondences with third parties; and • All internal correspondences and memos.
Product Records	• Reports of testing of blood; and • General product test results.
Marketing records	• Marketing and advertising records; and • Campaign records.
Information Technology	• Business Data information; • IT Technology capabilities; and • Systems and User Manuals.

10.2 SANBS retains records in accordance with its Corporate Document Retention and Disposal policy, which aligns with POPIA, the Companies Act, tax legislation, and applicable healthcare regulations. Certain records may no longer be available where they have been lawfully disposed of after the expiry of the applicable retention period.

11. Information Related to POPIA

11.1 In terms of POPIA, SANBS is required to provide the Requester with a description of the personal information that SANBS processes and why it is processed, and who SANBS may share this information with, which detail is described below:

11.1.1 Personal information SANBS processes - the type of personal information that SANBS processes will depend on the purpose for which the information is collected. SANBS will disclose to the Requester why the personal information is being collected and will process the personal information for that purpose only, which is done under SANBS specific and detailed processing notices housed on its website.

11.1.2 Below is a listing of the personal information that is processed by SANBS, including the category of data subject that it belongs to. The information provided under this section refers to broad categories of information. This list is not exhaustive:

11.1.2.1 Customers - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.

11.1.2.2 Customers – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.

11.1.2.3 Customers – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

11.1.2.4 Contracted Service Providers – Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

11.1.2.5 Intermediary / Advisor – Names of contact persons; name of legal entity; physical and postal address and contact details; financial information;

registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

11.1.2.6 Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members /Temporary Staff – Gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.

11.1.2.7 Website end-users /Application end-users – Names, electronic identification data: IP address; log-in data, cookies, electronic localisation data; cell phone details, GPS data.

11.1.3 Sharing of personal information - SANBS may supply personal information to the following potential recipients:

11.1.3.1 Management;
11.1.3.2 Employees;
11.1.3.3 Temporary Staff;
11.1.3.4 Sub-contracted Operators;
11.1.3.5 Stakeholders and shareholders;
11.1.3.6 Other recipients within its organisation;
11.1.3.7 Government institutions and statutory bodies where required by law.
11.1.3.8 Medical schemes, hospitals and healthcare professionals for transfusion or health purposes.

11.1.4 SANBS may transfer personal information to third-party service providers or affiliated entities located outside South Africa, subject to compliance with Section 72 of POPIA. Where possible, SANBS will enter into written agreements ensuring equivalent data protection safeguards are in place.

11.1.5 General description of information security measures – SANBS employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

11.1.5.1 Firewalls;
11.1.5.2 Virus protection software and update protocols;
11.1.5.3 Logical and physical access control;
11.1.5.4 Secure setup of hardware and software making up our information technology infrastructure; and
11.1.5.5 Outsourced service providers who are contracted to implement security controls.
11.1.5.6 Regular penetration testing and vulnerability assessments.
11.1.5.7 Ongoing awareness and training on information security.
11.1.5.8 POPIA compliance audits and incident response protocols.

11.1.6 Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 12 below.

11.1.7 Owners of Personal Information have the right to request the correction, deletion or destruction of their personal information, in the prescribed form, which form is available on the SANBS website. Alternatively, the prescribed forms are attached to this Manual for your convenience.

11.1.8 Owners of Personal Information may object to the processing of their personal information in the prescribed form, which form is available on our website. Alternatively, the prescribed forms are attached to this Manual for your convenience.

11.1.9 In accordance with Sections 5 to 23 of POPIA, data subjects have the right to be notified of collection, to access their personal information, to object to processing, to request correction or deletion, and to institute civil proceedings for interference with their personal information. SANBS supports and upholds these rights in its processing operations.

12. **Request Procedure**

12.1 A request for access to records or personal information under PAIA or POPIA must be submitted in writing using the prescribed Annexure "A" Form 2, or a form that substantially corresponds thereto, in accordance with Section 53(1) of PAIA and Regulation 10.

12.2 A request for access to information which is not included under this Form 2, or which does not comply with POPIA or PAIA will be rejected and returned to the requestor.
12.3 POPIA provides that an owner of personal information ("the data subject") may, upon proof of identity, ask SANBS to confirm or advise, free of charge, that it holds personal information which pertains or belongs to the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information, which latter request may be subject to a fee described below. Any request for access to this personal information must be made on the form attached hereto marked Annexure "A" - Form 2 - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10], or one which substantially corresponds with the form. A request which is not housed under this Form 2, or which does not comply with POPIA will be rejected and returned to the requestor.
12.4 Any request to object to the processing of personal information must be submitted in writing using the prescribed Form 1, or a form that substantially corresponds thereto, in accordance with Section 11(3) and Regulation 2(1).
12.5 The data subject may at any time, request SANBS to correct or delete personal information about the data subject on its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about a data subject that SANBS party is no longer authorised to retain. This request must be submitted in writing using the prescribed Form 2, or a form that substantially corresponds thereto, in accordance with Section 24(1) and Regulation 3(2).
12.6 All requests made under this section must be submitted to SANBS during office hours (08:00 to 16:00, Monday to Friday). Where applicable, a fee may be charged.
12.7 In accordance with Section 54 of PAIA, SANBS may levy a prescribed fee to cover the costs of processing and reproducing a record. The record will only be made available once the requester has paid the applicable fees in full. Details of fees are provided in Annexure "A" – Form 3.
12.8 SANBS will provide reasons in writing for any refusal of access, in line with Section 56 of PAIA, and the requester may lodge an internal appeal or refer the matter to the Information Regulator or a competent court, as applicable.

13. Access to Health Records or Other Records in Terms of Section 61 of PAIA

13.1 For the purposes of this section, the term "relevant person" shall refer to the requester and/or the authorised person making a request on the persons behalf.
13.2 Requesters must stipulate in their request for information what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.
13.3 The Information Officer, in terms of Section 50 of PAIA, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him/herself, or to an authorised person making such a request on behalf of the person concerned.
13.4 The Information Officer may, in terms of Section 61(1) of PAIA, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester's physical and/or mental health.
13.5 Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to Section 61(2) of PAIA had been nominated by the relevant person.
13.6 If the relevant person is:
  13.6.1 under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61(2)(a) of PAIA; and/or
  13.6.2 incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.
13.7 If after the Information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his or her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if he or she has been given sufficient guarantees by the requester, that adequate provision has been made for such counselling or arrangement as are reasonably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.

13.8 Before access to the information and/or record is so given to the requester, the person responsible for such counselling or arrangements must be given access to the information and/or record.
13.9 The Information Officer may also refuse access to the information and/or records in terms of any other law.

14. Prescribed Fees

14.1 Once a request is made, the Information Officer will send an acknowledgement of receipt notice specifying the amount of the prescribed fee and the payable deposit, if applicable; inform the requester of their right to lodge a complaint with the Information Regulator or apply to a court against the tender or payment of the request fee or the deposit, as the case may be; and outline the procedure, including the applicable time period, for lodging such complaint or application.
14.2 This prescribed fee must be paid before the request is processed.
14.3 Payment of this fee is to be made as directed by the Information Officer.
14.4 Should the request be refused, the requester should follow the process as outlined in 18.3 of this manual.

15. Proof of Identity

15.1 When requesting records or information under PAIA or POPIA, the Requestor will be required to submit acceptable proof of identity such as a certified copy of identity document or other legal forms of identity.

16. Timelines for Consideration of a Request for Access

16.1 Requests will be processed within 30 (thirty) days, from date of receipt of the request, or in the case where the request requires payment, 30 days upon receipt of proof of payment, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
16.2 Should an extension be required, the Requestor will be notified, together with reasons explaining why the extension is necessary, which in most cases shall be a period of 30 (thirty) days.

17. Grounds for Refusal of Access and Protection of Information

17.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:
- 17.1.1 the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- 17.1.2 the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- 17.1.3 if disclosure would result in the breach of a duty of confidence owed to a third party;
- 17.1.4 if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- 17.1.5 if the record was produced during legal proceedings, unless that legal privilege has been waived;
- 17.1.6 if the record contains trade secrets, financial or sensitive information or any information that would put SANBS at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- 17.1.7 if the record contains information about research being carried out or about to be carried out on behalf of a third party or by SANBS.
- 17.1.8 if the request is manifestly frivolous, vexatious, or amounts to an abuse of the access process.

17.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it reveals evidence of a serious public safety risk, contravention of the law, or if public interest outweighs harm.

18. Remedies Available to a Requester on Refusal of Access

18.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
18.2 Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requester. There is no internal appeal procedure.

18.3 In the event that the Requestor is not satisfied with the outcome, he/she is entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

19. Request for Access to Information Affecting Third Parties

19.1 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

19.2 Where a third party is affected by the request for access and the Information Officer has decided to grant the Requestor access to the records, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, the Requestor must be granted access to the record. SANBS will not disclose the requested information to the Requestor until the 30-day appeal period has lapsed or any appeal brought by the third party has been resolved.

20. Availability of this Manual

20.1 This manual may be obtained by the Requester:

20.1.1 On the SANBS website (www.sanbs.org.za);

20.1.2 Through a submission of a written request to the SANBS Deputy Information Officer.

21. Revision Summary

VERSION NUMBER	REVISION DETAILS
4	Grammar and punctuation Removed 2.3.10 5.2 – Changed contact number for Information Officer 9.1 – Table added 13.6 – removed – duplication 14 – removed content