



Border Management Authority  
1035 Francis Baard Street, Tshedimosetso House

## **PAIA MANUAL**

**Prepared in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000) (as amended).**

## **1. INTRODUCTION**

This PAIA Manual is prepared in accordance with Section 14 of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000) for Border Management Authority (BMA). The Promotion of Access to Information Act, 2 of 2000 (“the Act”) was enacted on 3 February 2000, to give effect to the provisions of Section 32 of the South African Constitution, which provides that any person has a right to gain access to information held by a public or private body, when that information is required for the exercise or protection of any rights. In terms of the Act, a private body includes any former or existing juristic person.

The purpose of the Act is to foster a culture of transparency and accountability in both the public and private sectors by affording any person the right of access to information to enable them to exercise and protect all of their rights to the full extent required.

The purpose of this manual is to set out the procedures to be followed and criteria that have to be met for anyone (the requester) to request access to records in the possession or under the control of the BMA.

## **2. LIST OF ACRONYMS AND ABBREVIATIONS**

2.1 AA-Accounting Authority

2.2 BMA -Border Management Authority

2.3 CEO- Chief Executive Officer

2.4 IO - Information Officer

2.5 DC- Deputy Commissioner

2.6 DHA-Department of Home Affairs

2.7 DIO - Deputy Information Officer

2.8 Minister- Minister of Justice and Correctional Services.

2.9 PAIA - Promotion of Access to Information Act ,2000 (Act No. 2 of 2000)(as Amended);

2.10 PFMA - Public Finance Management Act ,1999(Act No.1 of 1999) as Amended;

2.11 POPIA - Protection of Personal Information Act,2013 (Act No.4 of 2013);

2.12 Regulator - Information Regulator.

### 3. USEFUL TERMS EXPLAINED IN AN EASILY COMPREHENSIBLE FORM AND MANNER

Term	Description
<b>Access Fee</b>	The requester to the body from which you are requesting the information, to cover the costs of finding and copying the records you require, pays this access fee. What can be charged is prescribed by regulation.
<b>Administrator</b>	Is an organ of state or any natural or juristic person taking administrative action.
<b>Administrative decision</b>	Is any decision taken, or any failure to take a decision, by- (a) an organ of state, when: (i) exercising a power in terms of the Constitution or a provincial constitution; or (ii) exercising a public power or performing a public function in terms of any legislation; or (b) a natural or juristic person, other than an organ of state, when exercising a public power of performing a public function in terms of an empowering provision. which adversely affects the rights of any person and which has a direct, external legal effect.
<b>Authorised Person</b>	The authorised person is the person who is making a request on behalf of someone else, and who has been properly authorised in writing to do so.
<b>Automatically Available records</b>	These are records that a public or private body will provide to a requester without them needing to file a request. These records are listed in a 'voluntary disclosure notice', which should be made public.
<b>Data Subject</b>	Is the person to whom personal information relates.
<b>Days</b>	Unless specified as a 'working day' in a section in <b>PAIA</b> , a day is considered to be a calendar day. To calculate time period, the day on which the request is received is excluded, and every day thereafter is included including weekends and public holidays until the final day is counted. If the

	final day for responding to a request fall on a Sunday or public holiday, the next day is counted as the final day.
<b>Deemed Refusal</b>	If no response is received to a request within the prescribed time, this is defined as a 'deemed refusal'.
<b>Form 2</b>	This form is prescribed by regulation and should be used to request access to information held by a public or private body.
<b>Form 4</b>	This form is prescribed by regulation and should be used when appealing a decision made by a public body in relation to a request for access to information.
<b>Guide</b>	This Guide, made in pursuance of section 10 of <b>PAIA</b> , as amended which seeks to assist a person who wishes to exercise any right contemplated in <b>PAIA</b> and the Protection of Personal Information Act, 2013.
<b>Information Officer</b>	The <b>Information Officer</b> is the person authorised to handle <b>PAIA</b> requests
<b>Deputy Information Officer</b>	<p>The <b>Deputy Information Officer</b> is the person designed or delegated by the <b>Information Officer</b> of a public body to assist the requester with their information request, and to whom the Information Officer can delegate other <b>PAIA</b> powers to.</p> <p><b>NB:</b> Whilst only a public body can designate or delegate a Deputy Information Officer(s), in terms of Section 17(1) of <b>PAIA</b>, the Protection of Personal Information Act 2013 ("<b>POPIA</b>") extends the power to designate a Deputy Information Officer to the private body in terms of section 56(1) thereof.</p>
<b>Information Regulator</b>	The Office of the Information Regulator has been established, in terms of section 39 of <b>POPIA</b> , to monitor and enforce compliance with both <b>POPIA</b> and <b>PAIA</b> . In this Guide the Office of the Information Regulator or the Information Regulator is referred to as the Regulator.
<b>Internal Appeal</b>	An internal appeal is the process for challenging a decision made in terms of a <b>PAIA</b> request to a public body, which must be completed before a challenge can be made to the Regulator or to a court having jurisdiction.
<b>Private Body</b>	A private body is a person, company or other kind of juristic entity that carries on trade, business or profession, including a political party.
<b>Public Body</b>	A private body means a government department or other functionary or institution, which is performing a public function. However, with regard to internal appeal, any reference to "public body" has been changed to "Government", in order to avoid confusion in respect of public bodies in which appeal is not applicable.
<b>Record</b>	A record is any recorded information regardless of the form, including, for example, written documents, audio, digital and video materials. A record requested from a public or private body refers to a record that is in that body's possession regardless of whether that body created the record.

<b>Regulations</b>	<b>PAIA</b> allows the Minister to issue regulations that supplement the Act, which must be published in the Government Gazette, and covers issues like the forms to be used and fees that may be charged for certain processes.
<b>Relevant Authority</b>	<b>PAIA</b> uses the term the 'relevant authority' to define the person within a National, Provincial and Local Government to whom an internal appeal must be lodged, which is generally the political head of the body concerned (this function can be officially delegated).

### 3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 3.1 Check the nature of the records, which may already be available at the BMA, without the need for submitting a formal PAIA request.
- 3.2 Understand how to make a request for access to a record of the BMA.
- 3.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 3.4 Know all the remedies available from the BMA regarding request for access to the records, before approaching the Regulator or the Courts.
- 3.5 The description of the services available to members of the public from the BMA and how to gain access to those services.
- 3.6 A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 3.7 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.
- 3.8 Know if the BMA 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
- 3.9 Know whether the BMA has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information that is to be processed.

## **4. ESTABLISHMENT OF THE BMA**

The Border Management Authority (BMA) was established on 01 April 2023, in terms of section 4(1) of the Border Management Authority Act ,2020(Act No 2 of 2020. It is a national public entity, as contemplated in Part A of Schedule 3 of the Public Finance Management Act,1999(Act No 1 of 1999). The BMA is outside the public service and is an armed service established in terms of section 199(3) of the Constitution of the Republic of South Africa.

The BMA is primarily responsible for the administration of the Border Management Authority Act ,2020 (Act No 2 of 2020) and all other legislation, functions and powers transferred to the Minister of Home Affairs in terms of section 97 of the Constitution as stipulated in Proclamation 89 of 2022.

### **4.1. MANDATE**

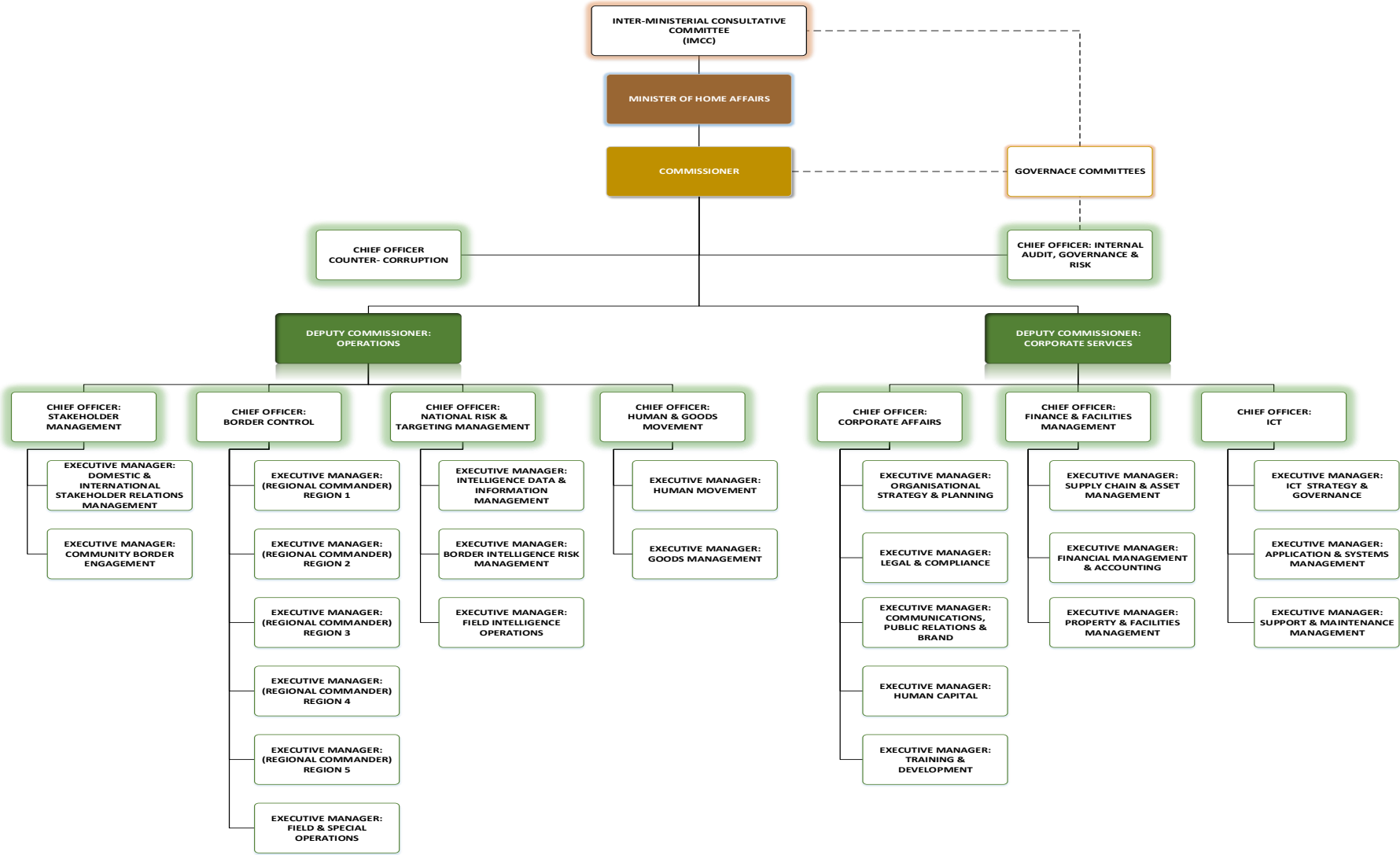
The BMA has the following functions in terms of the Act-

- Facilitate and manage the legitimate movement of persons within the border law enforcement area and Ports of Entry.
- Facilitate and manage legitimate movement of goods within the border law enforcement area and Ports of Entry.
- Co-operate and coordinate its border law enforcement functions with other organs of the state, border communities and any person.

The border law enforcement functions within the border law enforcement area and Ports of Entry must be performed exclusively by the officers of the Authority.

The BMA further performs certain immigration, health and agricultural functions within the border law enforcement area and ports of entry delegated to the Commissioner in terms of section 28 of the Border Management Authority Act:

5. STRUCTURE OF THE BMA



## **5.1 FUNCTIONS OF THE BMA (OVERVIEW ON BUSINESS UNITS)**

The following operations form part of the business units:

### **5.1.1 Office of the Commissioner**

The Commissioner is the Accounting Authority and the Chief Executive Officer of the BMA and is responsible for general administration of the BMA and is accountable to the Minister of Home Affairs.

### **5.1.2 Corporate Services**

The Corporate Services Division of the BMA provides strategic leadership, management and support services to the BMA. Corporate Services covers all functions of the BMA that support its core business, such as policy development, counter-corruption, governance, financial services, human resource (HR) management and development, labour relations and legal services. It is also responsible for the provision of information communication technology (ICT), facilities and infrastructure, communication, and stakeholder management, as well as knowledge and information management.

### **5.1.3 Operations**

Operations Division of the BMA is responsible to implement the core mandate of the BMA and covers all the core business, such as the National Targeting Centre, Specialised Functions and Law Enforcement. Specialised Functions is further divided into Immigration, Health, Environment and Agriculture.



## **6. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE BMA**

The Commissioner and Chief Executive Officer of the BMA is designated information officer:

### **6.1. Chief Information Officer**

Full names: Dr Nakampe Michael Masiapato

Tel : 012 432 6629

Email : michael.masiapato@bma.gov.za

### **6.2. Deputy Information Officer:**

Name: Edward Mamadise

Tel : 082 336 8223

Email : edward.mamadise@bma.gov.za

### **6.3 Access to information general contacts**

Email: paia@bma.gov.za

### **6.4 National / Head Office Postal Address:**

Postal Address: 4<sup>th</sup> Floor Tshedimosetso House, 1035 Francis Baard, Hatfield , Pretoria, 0083.

Physical Address: 4<sup>th</sup> Floor Tshedimosetso House, 1035 Francis Baard, Hatfield , Pretoria, 0083.

Telephone:

Website: [www.bma.gov.za](http://www.bma.gov.za)

**NB.** BMA is in a process of acquiring permanent office and will update the details of its postal and physical addresses upon conclusion of this process.

## **7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE BMA**

### **7.1 Internal Appeal**

- 7.1.1 An appeal must be lodged in the prescribed form 4 within 30 days of receiving refusal letter from the BMA/ Deputy Information Officer.
- 7.1.2 Form 4 is available upon request to the DIO or BMA website at [www.bma.gov.za](http://www.bma.gov.za)
- 7.1.3 It must identify the subject of the appeal and state the reasons for the appeal and may include any other relevant information known to the appellant.
- 7.1.4 Submit completed Form 4 to [paia@bma.gov.za](mailto:paia@bma.gov.za) or [edward.mamadise@bma.gov.za](mailto:edward.mamadise@bma.gov.za)
- 7.1.5 An applicant lodging an appeal against the refusal of his or her request for access must pay the prescribed appeal fee. If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.

### **7.2 Process to complain to Information Regulator**

- 7.2.1 The Complaint must be lodged by completing a Form 5 and submitting it to the Information Regulator .
- 7.2.2 The complaint must be lodged within 60 calendar days of the decision of the Commissioner of the BMA.
- 7.2.3 The completed Form 5 must be submitted to the Information Regulator at [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za)
- 7.2.4 The Information Regulator shall guide the complainant through the process of lodging the complaint.

### **7.3 Application to Court**

- 7.3.1 The application to court must be lodged within 180 calendar days of the decision of the Commissioner or the Information Regulator.
- 7.3.2 Every Magistrate court has jurisdiction to hear PAIA applications.
- 7.3.2 The Clerk of the court shall help and guide the applicant through the process of lodging an application.

## **8. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

- 8.1. 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.
- 8.2. The Guide is available in English language.
- 8.3. The aforesaid Guide contains the description of-
  - 8.3.1. The objects of PAIA and POPIA.
  - 8.3.2 The postal and street address, phone and fax number and, if available, electronic mail address of
    - 8.3.2.1. The Information Officer, and
    - 8.3.2.2. Deputy Information Officer of BMA designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA.
  - 8.3.3. The manner and form of a request for;
    - 8.3.3.1. Access to a record of the BMA contemplated in section 11(3); and
    - 8.3.3.2. The assistance available from the Information Officer in terms of PAIA and POPIA.
  - 8.3.4. The assistance available from the Regulator in terms of PAIA and POPIA.
  - 8.3.5. 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.
    - 8.3.5.1. An internal appeal.
    - 8.3.5.2 A complaint to the Regulator; and
    - 8.3.5.3. 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 public body.

## **9. DESCRIPTIVE OF SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE BMA**

- 9.1 The BMA holds a large volume of records that are listed in categories below. These will require requesters to follow a given procedure in requesting such records.

SUBJECT	RECORDS HELD
<b>Corporate Services</b>	
<b>Business Units strategy</b>	<ul style="list-style-type: none"> <li>• Strategic planning and monitoring</li> <li>• Quarterly reports</li> <li>• Annual performance plans</li> <li>• Annual reports</li> <li>• Business plans</li> <li>• Operations support</li> <li>• Minutes of the Audit and Risk Committee</li> <li>• Minutes of management Committee</li> </ul>
<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>• Workplace skills plan</li> <li>• Personal development plans</li> <li>• Training reports</li> <li>• Disciplinary and grievances</li> <li>• Records of grievance</li> <li>• Audit queries</li> <li>• Monthly reports</li> <li>• Submissions</li> <li>• Organizational structure</li> <li>• Advertisements of posts</li> <li>• Applications of employment</li> <li>• Shortlisting and interviews</li> <li>• Letters of appointment</li> <li>• HR plan and policies</li> <li>• Employment equity plan</li> <li>• Performance agreements</li> <li>• Records of job descriptions/profiles</li> <li>• Financial disclosures</li> <li>• Records of job evaluations</li> <li>• Health and Occupational Safety</li> </ul>
<b>Case records</b>	<input type="checkbox"/> Personnel files

SUBJECT	RECORDS HELD
	<ul style="list-style-type: none"> <li>• Leave files</li> <li>• Housing subsidy files</li> <li>• Benefits and allowance files</li> <li>• Injury on duty files</li> <li>• Salary files</li> <li>• Bursary files</li> </ul>
ICT	<ul style="list-style-type: none"> <li>• IT Strategy</li> <li>• Policies</li> <li>• Network</li> <li>• Information System Reports</li> <li>• Information System Audit</li> </ul>
Communications and Marketing	<ul style="list-style-type: none"> <li>• Communications strategy</li> <li>• Media Reports</li> <li>• Internal Newsletters</li> <li>• Internal Campaign</li> <li>• Promotional Material</li> </ul>

<b>Finance and Facilities Management</b>	<ul style="list-style-type: none"> <li>• The financial statements of the BMA which includes annual financial statements, financial transactions (revenue and expenditure), budget, audits and management reports .</li> <li>• Estimates of National Expenditure: the Finance Minister of the Republic of South Africa tables this budget annually in Parliament. It can be accessed and reviewed from the National Treasury on: <a href="http://www.treasury.gov.za">www.treasury.gov.za</a></li> <li>• General: Financial expenditure information on various projects undertaken by the BMA.</li> <li>• Budget statements</li> <li>• Budget submissions</li> <li>• Expenditure reports</li> <li>• Financial delegations</li> <li>• Annual financial statements</li> <li>• Audit queries</li> <li>• Records of revenue received</li> <li>• Bank statements</li> <li>• Tax compliance</li> <li>• Travel approvals</li> <li>• S &amp; T claims</li> <li>• Records on revenue collection</li> </ul>
<b>Supply Chain Management</b>	<ul style="list-style-type: none"> <li>• SCM monthly reports</li> <li>• Bids/Tender documents</li> <li>• Audit queries</li> <li>• Assets management policy</li> <li>• Assets monthly reports</li> </ul>
<b>SUBJECT</b>	<b>RECORDS HELD</b>

Legal Services and Compliance	<ul style="list-style-type: none"><li>• Policies</li><li>• Litigation Registers</li><li>• Contracts Register</li><li>• Compliance Register</li><li>• Draft Contracts /agreements</li><li>• Implementation Protocols</li><li>• PAIA request</li><li>• Legal Opinions</li></ul>
<b>OPERATIONS</b>	<ul style="list-style-type: none"><li>• Immigration records</li><li>• Import and export records</li><li>• Refusal of entry records</li><li>• Deportation records</li><li>• Case files</li><li>• Face value records</li><li>• Passport stamp registers</li></ul>

## 10. CATEGORIES OF RECORDS OF THE BMA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records that are held by the BMA are automatically available to requesters without having to request access to such records according to the Act:

### 10.1 AUTOMATICALLY AVAILABLE AND VOLUNTARY DISCLOSURE AND ACCESS TO CERTAIN RECORDS.

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15 (1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT 2 OF 2000)		Manner of Access	
FOR INSPECTION IN TERMS OF SECTION 15 (1) (a) (i)		None	None
FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)		None	None
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(iii)		By request to the IO/DIO	The Information is available from BMA website : www.bma.gov.za



<p>Corporate Services</p> <ul style="list-style-type: none"> <li>- Strategic Plans</li> <li>- Annual Performance Plans</li> <li>- Annual reports</li> <li>- Vision and Mission</li> <li>- Newsletters</li> <li>- Services</li> <li>- Advertised Posts</li> <li>- Procurement plan</li> <li>- Media statements</li> <li>- Job application form</li> <li>- Tender Awards</li> </ul> <p>Operations</p> <ul style="list-style-type: none"> <li>- List of Ports of Entry</li> </ul>	<p><b>X</b></p>	<p><b>X</b></p>
<p><b>FOR COPYING IN TERMS OF SECTION 15 (1) (a) (ii)</b></p> <p>The records listed above can be obtained by forwarding a request by post or email.</p> <p>Address: Deputy Information Officer  Border Management Authority  Tshedimosetso House  4th Floor  1035 Francis Baard Street  Hatfield  0083</p> <p>Email: <a href="mailto:paia@bma.gov.za">paia@bma.gov.za</a></p>	<p>Fees as prescribe in annexure A to this Manual shall be applicable</p>	

## **11. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE BMA AND HOW TO GAIN ACCESS TO THOSE SERVICES**

### **11.1 Powers, Duties and Functions**

#### **a) Immigration Services**

Facilitation of entry into and departure from the Republic in terms of section 9 of the Immigration Act 2002, (Act 13 of 2002). Travelers report to a port of entry for the purpose of entry or departure from the Republic.

#### **b) Environmental Services**

Compliance monitoring of National Environmental Management Biodiversity Act, 2004 (Act No 10 of 2004) (NEMBA) and its associated Regulations at designated Ports of Entry (Inspections on NEMBA Regulated species, specimens and their derivatives). Clients book for an inspection in line with the permit condition.

#### **c) Agricultural Services**

- ✓ Entry of premises
- ✓ Detention of consignments of regulated agricultural goods
- ✓ Inspections of regulated agricultural goods
- ✓ Quarantine of controlled live animals
- ✓ Confiscations of non-compliant regulated agricultural goods
- ✓ Destructions of non-compliant regulated agricultural goods
- ✓ Certification of regulated agricultural goods
- ✓ Release of compliant regulated agricultural good

#### **d) Health Services**

- ✓ Entry of premises ( warehouses )
- ✓ Detention of consignments of regulated goods
- ✓ Inspections and or sampling of regulated goods
- ✓ Confiscations of non-compliant regulated goods
- ✓ Destructions of non-compliant regulated goods

- ✓ Compliance to the certification of regulated goods
- ✓ Release of compliant regulated good
- ✓ Screening of passengers in accordance with IHR for compliance
- ✓ Vector control on conveyances, to stop the transmission of diseases
- ✓ Health surveillance of premises and facilities at the Port of Entry
  
- ✓ Monitor and inspect: conveyances, baggage, cargo, imported regulated goods and containers
- ✓ Sampling drinking water and food:
  - a) within the Port of Entry
  - b) onboard a conveyance
- ✓ Facilitate vector and rodent control: baggage, conveyance, cargo, container goods, postal parcels and human remains.
- ✓ Verify and / or issue health documents in accordance with IHR compliance
- ✓ Monitor and control discharge from conveyances
- ✓ Monitor safe removal and disposal human remains and / or any unsound matter from conveyance
- ✓ Monitor sanitary facility conditions at PoE

## **11.2 PUBLIC PARTICIPATION IN THE EXERCISE OF POWERS BY THE BMA**

Public consultation process happens at the departmental level when the regulations and procedures are developed by the departments.

## **12.PROCESSING OF PERSONAL INFORMATION**

- 12.1 Section 23 of POPIA provides the data subject with the right of access to personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.
- 12.2 This means that whilst access to a record containing personal information about a requester is excluded from PAIA in terms Section 11(2) thereof, data subject can request;
- a) access to his/her personal information; and/or

- b) identity of all third parties, and/or categories of third parties, who have, or have had, access to the information.
- c) correction or deletion of personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or
- d) the record of his/her personal information that the responsible party is no longer authorised to retain to be destroyed or deleted.

12.3 A responsible party may refuse to disclose any personal information requested, in accordance with the grounds for refusal of access to records.

12.4 Description of the categories of Data Subjects and of the information or categories of information relating thereto;

Categories of Data Subjects	Personal Information that may be processed
<b>Natural Persons</b>	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
<b>Juristic Persons</b>	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical Information and trade secrets

<b>Employees /Officials</b>	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person,

## 12.5 THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

As a general rule the BMA does not transfer personal information to any other person or institutions unless the Data subject or the legislation permits such a transfer .

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for Criminal checks	South African Police Services
Qualifications, for qualification Verifications	South African Qualifications Authority
All categories of personal information, Financial interests , spouse/Partner personal information and Financial interests for vetting	State Security Agency(SSA)
Credit and payment history, for credit Information	Credit Bureaus

## 13. PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

The Border Management Authority does not transfer personal information to another country unless date subject or legislation permits such a transfer.

#### **14. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION**

14.1 The BMA has precautionary measures to secure your personal information against the risk of loss, unlawful access, interference, modification, unauthorized destruction and disclosure such as the following;

- a) Physical security
- b) Network security controls
- c) Identifiable Usernames and Password controls
- d) Virus & malware protection system
- e) Software Security updates

#### **15.1. PROCEDURE FOR REQUEST FOR INFORMATION HELD BY THE BMA IN TERMS OF PAIA**

15.1. A request for access to information must be in writing by completing a Request for Information Form 2.

15.2 The Form is available from the Deputy Information Officer on request or BMA website on [www.bma.gov.za](http://www.bma.gov.za) or from the Regulator 's website.

15.3 All PAIA requests are received by the Deputy Information Officer's office.

15.4 The Requestor must complete **Form 2** (Request for access to record of public body) and submit it by hand or email.

**Street address:**

Tshedimosetso House  
4<sup>th</sup> Floor  
1035 Francis Baard Street  
Hatfield  
Pretoria  
0083

**Email to** [paia@bma.gov.za](mailto:paia@bma.gov.za)

**15.5** The completed form should provide details of the records requested. The requestor should always provide the following information:

- a) Indicate the name and identity of the requestor
- b) Indicate the form of access required
- c) Specify postal address or fax number in South Africa or an email address
- d) Identify the right he/she wants to exercise or protect and give an explanation why the record is needed.
- e) Indicate the form of reply to his/her request, other than a written reply, which he/she prefers, with the relevant particulars.
- f) Give proof of the capacity in which he/she is acting, if requesting access on behalf of another.
- g) If the requestor is uncertain as to the exact location of the records concerned, he/she can contact the Manager: Records Management who will assist in identifying the record concerned.

## **15.6 Decision**

15.6.1 The Information Officer or Deputy Information Officer may grant or refuse a request for access to information wherein permitted by law to do so on any grounds listed in Chapter 4 of PAIA.

15.6.2 The Information Officer or Deputy Information Officer must inform the requester in writing of his decision, whether or not access is granted within 30 calendar days .

15.6.3 the period referred to in paragraph 15.6.2 may be extended by another 30 calendar days and the requester must be informed.

15.6.4 If access is granted or refused, record of the request must be entered in the **PAIA Requests Register** – date, requestor, records requested, location of requested records, date memo was forwarded to that directorate, date decision was sent to the requestor.

15.6.5 If the request for records is with another public body, the information officer can transfer the request to the information officer of the other public body (**Section 20 - PAIA**).

15.6.6 Fees may be charged of the request for access to information. For fees required to be paid in terms of the PAIA, namely the request fee and access fee: (**SEE ANNEXURES A**).

## 15.7 Payment Method

Payment may be made by way of a deposit into the BMA bank account as follows:

Account Holder: BMA

Bank: ABSA

Account number: 4710 782 8072

Branch Code : 632005

Type of account: Cheque

Reference: Use your surname and initials of the requester.

## 15.8 Exemptions and determinations for purposes of section 22(8)

15.8.1 The following persons are exempt from paying the access fee contemplated in section 22(6) of the Act:

- a) A single person whose annual income, after permissible deductions referred to in the Schedule to this notice are made, does not exceed **R 14,712.00** per annum.
- b) Married persons or a person and his or her life partner whose annual income does not exceed **R 27,192.00** per annum.

## 16. AVAILABILITY OF THE MANUAL

This manual informs requesters of procedural and other requirements which a request must meet. Access and availability for inspection to this manual can be granted and obtained, free of charge, at the BMA offices (See details under 'contact details').

This Manual is made available in the following official language-

16.1.1 the official language of the BMA PAIA manual is English.

16.2 A copy of this Manual or the updated version thereof, is also available as follows-



16.2.1 on [www.bma.gov.za](http://www.bma.gov.za)

16.2.2 at the head office of the BMA for public inspection during normal business hours

16.2.3 To any person upon request and upon the payment of a reasonable prescribed fee; and

16.2.4 To the Information Regulator upon request.

16.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## **17. UPDATING OF THE MANUAL**

The BMA will, if necessary, update and publish this Manual annually.

**Issued by Dr Nakampe Michael Masiapato**  
**Designation: Commissioner of the BMA**

## ANNEXURE A: FEES

Item	Description	Fee /Amount
1	The request fee payable by every requester	R100.00
2	Photocopy of A4-size page	R1.50 per page or part thereof
3	Printed copy of A4-size page	R1.50 per page or part thereof
4	For a copy in a computer -readable form on:  <div style="margin-left: 40px;">                     (i) Flash drive (to be provided by the requester)                      (ii) Compact disc                            &gt; if provided by the requester.                            &gt; if provided to the requester.                 </div>	R40.00  R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider
6	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider
7	Transcription of an audio record, per A4 -size page	R24.00
8	Copy of audio record on:  <div style="margin-left: 40px;">                     (i) Flash drive (to be provided by the requester)                      (ii) Compact disc                            &gt; if provided by the requester.                            &gt; if provided to the requester.                 </div>	R40.00  R40.00 R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total of	R100.00  R300.00
10	Deposit if search exceeds 6 hours	One third of amount per request calculated in terms of item 2 to 8
11	Postage, email or any other electronic transfer	Actual expense, if any