

Access to Information Manual

We respect your right of access to information. This manual will help you (the requester of information) to exercise that right and help you know how you may get access to our records. The Promotion to Access of Information Act 2 of 2000 as amended from time to time (known as PAIA¹) requires us to draft and make this manual available to you.

- Know what types of information we have.
- Know how to request access to it.

Callouts like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it, but please read the full manual.

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¹ To read PAIA go to <https://accesstoinformation.co.za/>. For a plain language summary go to <https://www.michalsons.com/focus-areas/information-technology-law/access-to-information-paia/promotion-of-access-to-information-act>

1. Introduction

Africa Health Research Institute (AHRI) is an independent, transdisciplinary scientific research institute based in the KwaZulu-Natal (KZN) province of South Africa.

The institute combines population, social, clinical, and basic science for research outcomes that would inform policy and practice.

AHRI is based across two sites (AHRI Somkhele and AHRI Durban) in KwaZulu-Natal.

PAIA² requires the information officer of a private body to compile a manual that contains information on the records it holds. A 'private body' means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. We are a private body.

This manual exists to tell you what information we have and help you get access to it.

2. Our details

Our organisation's and information officer's details are as follows:

Organisation name	Africa Health Research Institute
Website	www.ahri.org
Registration number	2011/011985/08
Postal address	Private Bag X7, Congella, Durban 4013
Physical address	Nelson R. Mandela School of Medicine 3rd Floor, K-RITH Tower Building 719 Umbilo Road Durban, KwaZulu-Natal
Phone number	031 260 4991
Information officer³	Pinkie Mekgwe
Information officer email	info@ahri.org
Information officer phone number	031 521 0038

² Section 51(1) of PAIA

³ For more about the information officer see <https://www.michalsons.com/focus-areas/privacy-and-data-protection/information-officer-popi-paia>

These are all our details, but please rather contact us by email whenever possible.

3. Further guidance from the Information Regulator

For further guidance, contact the Information Regulator. They have compiled a [PAIA guide](#)⁴ in each official language of South Africa on how to exercise your rights under PAIA.

Visit their website	www.inforegulator.org.za
Postal address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Phone number	010 023 5200
Ask a general enquiry by email	enquiries@inforegulator.org.za
Lodge a complaint by email	PAIAComplaints@inforegulator.org.za

For further guidance on how you can get access to information, please visit the Information Regulator [website](#)⁵.

4. Records which we make automatically available

We make some records automatically available⁶ on our website without you needing to request access to them. The following research-related records can be accessed automatically:

- Scientific publications
- Reports
- Forms
- Media releases
- Fellowship guidelines

5. Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available.

⁴ <https://inforegulator.org.za/paia-guidelines/>

⁵ <https://inforegulator.org.za/>

⁶ Section 52

Incorporation and operational records

Our records related to the establishment, administration, and operations of our organisation.

- Memorandum of incorporation
- Documents of incorporation
- List of directors of AHRI
- List of persons authorised to bind AHRI
- Documents relating to the policy, objectives and governance of AHRI
- Directives, resolutions and instructions of the AHRI board
- Policies, standards, procedures and guidelines
- Minutes of board or director meetings
- Records relating to appointment of directors, auditor, secretary, public officer, or other officers
- Operational records
- Other statutory records

Incorporation and operational records include our memorandum of incorporation and list of directors.

Financial records

Our records related to our finances.

- Accounting records and books of account
- Annual financial statements
- Auditor's annual report
- Details of auditors of AHRI
- Tax returns and records
- Banking records
- Bank statements
- Electronic banking records
- Asset register
- Rental agreements
- Invoices
- Financial agreements

Financial records include our financial statements and banking records.

Human resources records

Our records about anyone who works for us, provides services to us, or provides services on our behalf and who we remunerate. This includes our employees, contractors, and other personnel.

- List of employees
- Employee personal information
- Personnel policies and procedures
- Personnel files
- Operating manuals
- Contracts, conditions of services and other agreements
- Remuneration records
- Internal evaluations
- Disciplinary codes and records
- Statutory employee records
- Medical scheme records
- Training records
- Personal records provided by personnel
- Related correspondence

Human Resources records include records personnel.

Other records

Any other records we hold.

- Licences and permits
- Contractual and procurement agreements
- Insurance policies
- Legal compliance records
- Internal policies, standards, and directives
- Research, Scientific and Technical records
- Internal correspondence
- Income tax records
- Regulatory records

6. Records we hold to comply with the law

We hold records that all organisations are **required by law to hold**⁷.

⁷ <https://www.michalsons.com/focus-areas/information-technology-law/access-to-information-paia/paia-manual-your-organisation/laws-that-require-bodies-to-hold-records>

7. How you can request access

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete [Form 2](#)⁸.

Please submit the completed form (together with the relevant request fee we explain below) to our information officer's email address, our physical address, or by fax using the details we provide. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access you require,
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

You may request information by completing a request for access form and submitting it to our information officer together with a request fee.

8. How we will give you access

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

Please complete [Form 3](#)⁸.

⁸ <https://info regulator.org.za/paia-forms/>

9. How much it will cost you

Request fees

When submitting your request, you must pay us a **request fee**⁹ as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request¹⁰, setting out the application procedure¹¹.

Access fees

If we grant the request, you will have to pay us a further **access fee**¹² the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee¹³. The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you¹⁴.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

10. Grounds for us to refuse access

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy¹⁵,
- another company's commercial information¹⁶,
- someone else's confidential information¹⁷,
- research information¹⁸,
- the safety of individuals and property¹⁹, or
- records privileged from production in legal proceedings²⁰.

⁹<https://www.michalsons.com/focus-areas/information-technology-law/access-to-information-paia/paia-manual-your-organisation/access-to-information-fees-for-private-bodies>

¹⁰ Section 54(1)

¹¹ Section 54(3)(c)

¹² <https://www.michalsons.com/focus-areas/information-technology-law/access-to-information-paia/paia-manual-your-organisation/access-to-information-fees-for-private-bodies>

¹³ Section 54(2)

¹⁴ Section 54(7)

¹⁵ Section 63

¹⁶ Section 64

¹⁷ Section 65

¹⁸ Section 68

¹⁹ Section 66

²⁰ Section 67

Our decision on giving you access

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

We may have to refuse you access to a record to protect others.

11. Remedies available if we refuse to give you access

If we deny your request for access, you may:

- apply to a court²¹ with appropriate jurisdiction, or
- **complain**²² to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

12. How we process and protect personal information

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy www.ahri.org/privacy-policy for details on how we process personal information.

13. Availability of this Manual

This manual is available in English in electronic format on our website and in physical format at our head office. Please refer to our details in section 2.

14. Updates to this Manual

We will update this manual whenever we make material changes to it.

²¹ Section 78

²² PAIAComplaints@inforegulator.org.za