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ST MICHAEL'S SCHOOL FOR GIRLS

PAIA MANUAL


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

DATE OF COMPILATION: 11/05/2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS


- 1.1 **“CEO”** Chief Executive Officer
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“IO”** Information Officer;
- 1.4 **“Minister”** Minister of Justice and Correctional Services;
- 1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000(as Amended);
- 1.6 **“PFMA”** Public Finance Management Act No.1 of 1999 as Amended;
- 1.7 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.8 **“Regulator”** Information Regulator.

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2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

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

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3. ESTABLISHMENT OF THE ST MICHAEL'S SCHOOL FOR GIRLS

3.1. Objectives/Mandate

NB: Specify objectives and/or mandate of the organisation as may be contained in the founding legislation(s)

St Michael's School for Girls is a public educational institution established and operating in terms of the South African Schools Act 84 of 1996, the Constitution of the Republic of South Africa, 1996, and applicable education legislation and policies issued by the Department of Basic Education.

The mandate and objectives of the school are to provide accessible, equitable, and quality basic education to learners; to promote the advancement of teaching and learning in a safe and disciplined environment; to uphold the constitutional rights and best interests of children; and to facilitate effective school governance and administration through the School Governing Body and school management structures.


The school further aims to implement the national curriculum and education policies prescribed by the relevant education authorities, promote accountability and community participation in education, and ensure compliance with all applicable legislative and regulatory requirements relating to public The education and the administration of schools in the Republic of South Africa.

Vision

To promote the development of independent, skilled, and confident you women who are able to lead happy and fulfilled lives, and to contribute constructively to South Africa and the wider world.

Ethos

St Michael's School for Girls is a successful multi-cultural English medium Christian girls' school with a long and distinguished history in the Free State.

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Mission

The mission of the school is to provide an excellent learning environment for academic, sporting, and cultural achievement while nurturing the emotional development of learners in a caring environment.

Based on its Anglican foundation, the school seeks to develop the spirituality of learners and staff and foster its expression in the work and activities of the school community.

Core Objectives

To provide quality education and promote academic excellence;

To foster holistic learner development, including academic, cultural, sporting, emotional, and spiritual growth;

To create and maintain a safe, inclusive, and disciplined learning environment;

To promote ethical leadership, accountability, and responsible citizenship;

To encourage parental, community, and stakeholder involvement in education and school governance; and

To ensure compliance with all applicable education, governance, PAIA, and POPIA legislation and regulatory requirements.

4. STRUCTURE OF ST MICHAEL'S SCHOOL FOR GIRLS AND FUNCTIONS

4.1. Structure

<i>Structure</i>	<i>Purpose</i>	
<i>School Governing Body</i>	<i>The School Governing Body is constituted in terms of the South African Schools Act 84 of</i>	<i>The SGB structure consists of:</i> <ul style="list-style-type: none"> <i>Chairperson</i>



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	<p><i>1996 and is responsible for governance, policy oversight, and strategic support of the school.</i></p>	<ul style="list-style-type: none"> • <i>Treasurer</i> • <i>Secretary</i> • <i>Parent Representatives</i> • <i>Educator Representatives</i> • <i>Non-Educator Staff Representative</i> • <i>Learner Representative Council Representatives</i> • <i>Co-opted Members</i> • <i>Principal (Ex Officio Member)</i>
<p><i>School Management and Leadership Structure</i></p>		<ul style="list-style-type: none"> • <i>Principal</i> • <i>Deputy Principal(s)</i> • <i>Department Heads (DH)</i> • <i>Phase Heads</i> • <i>Chaplain</i>
<p><i>Administrative and Operational Support Structure</i></p>		<ul style="list-style-type: none"> • <i>Finance Department</i> • <i>Reception</i> • <i>General Administration</i>




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		<ul style="list-style-type: none"> • <i>Personnel Administration</i> • <i>Information Technology Support</i> • <i>Facilities and Maintenance</i> • <i>Sports and Cultural Coordination</i> • <i>Learner Support</i>
<i>Committees</i>	<i>The school may establish governance and operational committees in support of its statutory and operational responsibilities, including but not limited to:</i>	<ul style="list-style-type: none"> • <i>Finance Committee</i> • <i>HR Committee</i> • <i>Disciplinary Committee</i> • <i>Grievance Committee</i> • <i>Health and Safety Committee</i> • <i>Estates and Facilities Committee</i> • <i>Marketing Committee</i> • <i>Hostel Committee</i> • <i>QLTC Committee</i> • <i>Policy Committee</i>

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4.2 Functions

The functions of St Michael's School for Girls are derived from and governed by the South African Schools Act 84 of 1996, the Constitution of the Republic of South Africa, 1996, and other applicable education legislation and policies issued by the Department of Basic Education.

The functions of the school include, but are not limited to, the following:

4.2.1 To provide and promote quality basic education to learners in accordance with national education legislation and curriculum requirements;

4.2.2 To create and maintain a safe, disciplined, and conducive learning environment;

4.2.3 To implement educational programmes, assessments, sporting, cultural, and extra-curricular activities;

4.2.4 To support the intellectual, emotional, social, cultural, physical, and spiritual development of learners;

4.2.5 To administer and manage the affairs of the school in accordance with applicable legislation, policies, and governance standards;


4.2.6 To facilitate and promote effective school governance through the School Governing Body (SGB);

4.2.7 To manage school finances, resources, infrastructure, and administrative functions responsibly and transparently;

4.2.8 To maintain learner, staff, financial, and administrative records as required by law;

4.2.9 To ensure compliance with applicable legal and regulatory obligations, including labour, education, health and safety, PAIA, and POPIA requirements;

4.2.10 To promote parental, stakeholder, and community participation in the activities and

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governance of the school; and

4.2.11 To uphold and protect the constitutional rights, dignity, privacy, and best interests of learners and staff members.

The school further performs all functions reasonably necessary to fulfil its mandate as a public educational institution within the Republic of South Africa.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ST MICHAEL'S SCHOOL FOR GIRLS


5.1. Chief Information Officer

Name	Noeline Stumpfe
Contact number	+27 51 401 5700
Email address	noeline@stms.co.za

5.2. Deputy Information Officer

Name	Thomas Thomson
Contact number	+27 51 401 5700
Email address	finance@stms.co.za

Name	Adam Erasmus
Contact number	+27 51 401 5700
Email address	adam.erasmus@stms.co.za


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5.3 Access to information general contacts

Email address	sms@stms.co.za
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5.4 National / Head Office

Postal address	PO Box 12110 Brandhof 9324
Physical address	111 Klerck Avenue Brandwag Bloemfontein 9301
Contact number	+27 51 401 5700
Email	sms@stms.co.za
Website	www.stms.co.za

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6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE ST MICHAEL'S SCHOOL FOR GIRLS

a) Internal Remedies,

Any person who is dissatisfied with a decision or failure to act by ST MICHAEL'S SCHOOL FOR GIRLS may lodge an **internal appeal** by submitting a written request for review to the **Information Officer** of the school. The Information Officer must consider the appeal and provide a written response within a reasonable timeframe. If the matter concerns personal information or access to records, the school must apply the internal appeal procedures outlined in its PAIA Manual.

b) Complaint to the Information Regulator

If the requester or data subject is not satisfied with the outcome of the internal appeal, they may lodge a **complaint with the Information Regulator**.


Complaints may relate to a refusal of access, improper processing of personal information, or failure to comply with the Promotion of Access to Information Act (PAIA) or Protection of Personal Information Act (POPIA). The complaint can be submitted via the Information Regulator's website or by email to **complaints.IR@justice.gov.za**

c) Judicial Remedies:

Where a person remains aggrieved after exhausting the above remedies, they may **approach a court of competent jurisdiction** for appropriate relief. This includes applying to the **High Court** for an order to compel access to a record, or to review or set aside an action or omission by ST MICHAEL'S SCHOOL FOR GIRLS that is inconsistent with POPIA or PAIA.

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

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

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7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA

7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

7.3.3. the manner and form of a request for-


7.3.3.1. access to a record of a public body contemplated in section 11³; and

7.3.3.2. access to a record of a private body contemplated in section 50⁴;

7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

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7.3.6.1. an internal appeal;


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

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

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

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

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

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7.3.6.2. a complaint to the Regulator; and

7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

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

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

7.3.10. the regulations made in terms of section 92¹¹.

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


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

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

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

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

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

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

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

7.4.1. upon request to the Information Officer;

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

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE ST MICHAEL’S SCHOOL FOR GIRLS

Subjects on which the body holds records	Categories of records held on each subject
School Management	<ul style="list-style-type: none"> • Strategic Plans, • Annual Reports, • School Improvement Plans, • Governing Body Meeting Minutes, • Policies and Procedures, • Annual Performance Reports.
School Management	<ul style="list-style-type: none"> • HR Policies and Procedures; • Advertised Posts; • Employee Personal Records; • Payroll and Leave Records; • Disciplinary Records;



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	<ul style="list-style-type: none"> • Training and Skills Development Plans; • Employment Equity Plans; • SACE Registration Information.
Educators / School Management	<ul style="list-style-type: none"> • Admission Records; • Class Lists; • Academic Records and Reports; • Attendance Registers; • Assessment and Examination Results; • Disciplinary Records; • Special Needs Support Plans.
Finance	<ul style="list-style-type: none"> • Annual Budgets; • Financial Statements; • School Fees Records; • Procurement and Tender Documents; • Supplier Contracts; • Asset Registers; • Audited Financial Reports; • Fundraising and Donation Records.
Facilities / School Management	<ul style="list-style-type: none"> • Maintenance Plans; • Building Plans; • Safety and Security Reports; • Asset Management Records; • Lease Agreements; • Inventory Lists.




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Information Technology (IT) Administration	<ul style="list-style-type: none"> IT Policies; User Access Logs; Computer and Network Security Records; Software Licences; Data Backup Schedules; CCTV Data Logs (if applicable).
Safety Committee / School Management	<ul style="list-style-type: none"> <i>Health and Safety Policies; Incident Reports;</i> <i>Evacuation and Emergency Plans; Medical and Accident Records; COVID-19 Compliance</i> <i>Documentation.</i>
School Management/ Sports Head / Educators	<ul style="list-style-type: none"> Curriculum Plans; Extramural Programme / Schedules; Sports Team Records; Event Participation Lists; Educational Tour Documentation.
School Management	<ul style="list-style-type: none"> School Governing Body Constitution; Register of Interests; POPIA and PAIA Compliance Documents; Information Officer Registration; Legal and Regulatory Correspondence.
Administration / Finance	<ul style="list-style-type: none"> Communication with Parents, Alumni, and Donors; Newsletters; Consent Forms for Media and Events; Complaints and Feedback Records.

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9. CATEGORIES OF RECORDS OF THE ST MICHAEL'S SCHOOL FOR GIRLS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Legislation / Regulations	National Education Policy Act South African Schools Act (SASA) POPIA and PAIA Summary Guides Department of Education Circulars (as applicable)	-	X
Strategic and Performance Documents	Organizational Profile (Overview, Vision, Mission, Objectives, and Functions)	X	X
School Governance	School Governing Body (SGB) Constitution SGB Election Notices Code of Conduct for Learners School Policies (summarised versions)	X	X
Admissions and Academics	Admission Policy Application Forms Subject Offerings	X	X




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Finance and Procurement	<p>Advertised Tenders and Procurement Opportunities</p> <p>Name of Successful Bidders</p> <p>Fee Structure Summary</p> <p>Bursary Information</p> <p>School Budgets</p>	-	X
Health and Safety	<p>Health and Safety Policy Summary</p> <p>Emergency Procedures</p> <p>COVID-19 or Health Compliance Notices</p>	-	X
Contact Information and General Communication	<p>General and Administration Contact Details</p> <p>School Address and Telephone Numbers</p> <p>Email Directory</p> <p>General Enquiry Form</p>	X	X
Events and News	<p>Public Announcements</p> <p>Extramural and Cultural Event Information</p>	X	X
PAIA and POPIA Compliance Documents	<p>PAIA Manual; POPIA Privacy Notice; Information Officer Details; Access to Information Request Form (Form C)</p>	X	X

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10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE ST MICHAEL'S SCHOOL FOR GIRLS AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and function, and services of the school include, but are not limited to, the following:

- 10.1.1 Providing accessible, equitable, and quality basic education to learners in accordance with national education legislation and curriculum requirements;
- 10.1.2 Promoting the best interests and development of the school through quality teaching and learning programmes;
- 10.1.3 Developing and implementing school policies, including learner admission, language, finance, discipline, and code of conduct policies;
- 10.1.4 Supporting the professional functions of educators and staff members;
- 10.1.5 Managing and administering the school's governance, finances, property, infrastructure, records, and resources responsibly and transparently;
- 10.1.6 Providing sporting, cultural, academic, leadership, spiritual, and extra-curricular programmes for learners;
- 10.1.7 Maintaining a safe, disciplined, and conducive learning environment;
- 10.1.8 Promoting parental and community participation in school governance and school activities;
- 10.1.9 Maintaining learner, staff, governance, financial, and administrative records in compliance with applicable legislation;
- 10.1.10 Processing requests for access to information in terms of the Promotion of Access to Information Act, 2000 (PAIA);
- 10.1.11 Processing personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA); and
- 10.1.12 Performing all functions allocated to public schools and School Governing Bodies in terms of applicable legislation.

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10.2 Members of the public may access the services of the school through the following channels

- 10.2.1 Physical visits to the school premises during official operating hours;
- 10.2.2 Telephone and email communication with the school administration;
- 10.2.3 The school website and official communication platforms;
- 10.2.4 Formal applications and enquiries submitted to the Admissions Office or Administration Office;
- 10.2.5 Participation in School Governing Body (SGB) meetings and school-related activities where applicable;
- 10.2.6 Requests for access to records submitted in accordance with the Promotion of Access to Information Act, 2000 (PAIA); and
- 10.2.7 Communication with the Information Officer or Deputy Information Officer regarding PAIA and POPIA matters.


11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY ST MICHAEL'S SCHOOL FOR GIRLS

12. PROCESSING OF PERSONAL INFORMATION


12.1 Purpose of Processing

Personal information is processed for purposes including, but not limited to, the following:

- 12.1.1 To provide and administer quality education and related educational services to learners;
- 12.1.2 To facilitate learner admissions, registration, enrolment, and academic administration;

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- 12.1.3 To maintain learner academic, attendance, disciplinary, medical, and support records;
- 12.1.4 To communicate with parents, guardians, learners, staff members, service providers, regulatory authorities, and other stakeholders;
- 12.1.5 To manage and administer employment relationships, payroll, human resources, and staff development processes;
- 12.1.6 To administer school governance, School Governing Body (SGB) functions, and committee activities;
- 12.1.7 To manage financial administration, school fees, accounting, procurement, budgeting, and auditing functions;
- 12.1.8 To ensure the safety, security, and wellbeing of learners, staff, visitors, and school property;
- 12.1.9 To facilitate participation in academic, sporting, cultural, religious, leadership, and extra-curricular activities;
- 12.1.10 To comply with legal, regulatory, and reporting obligations imposed by applicable legislation, including education, labour, tax, health and safety, PAIA, and POPIA requirements;
- 12.1.11 To maintain and preserve records in accordance with applicable records management and archival obligations;
- 12.1.12 To process requests for access to information in terms of the Promotion of Access to Information Act, 2000 (PAIA);
- 12.1.13 To conduct risk management, internal investigations, disciplinary proceedings, and governance oversight activities where required;
- 12.1.14 To operate and maintain information technology systems, communication platforms, websites, and electronic services;
- 12.1.15 To promote and market the lawful activities, achievements, and events of the school where appropriate consent or lawful justification exists; and
- 12.1.16 To perform any other lawful purpose related to the administration, governance, and operation of the school as a public educational institution.

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12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Below is the template that can be used to set out the categories of the data subjects and the description of the nature or categories of the personal information to be processed. Note that the nature of the personal information is dependent on the purpose of the body in performing its functions or services.

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity, Number and confidential correspondence
Juristic Persons	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
Employees	Full name, ID number, gender, marital status, contact details, residential and postal address, employment history, qualifications, criminal (where applicable), performance appraisals, tax and banking details, next-of-kin information, medical information (for sick leave or wellness purposes), and disciplinary records., ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person


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Learners	Full name, surname, date of birth, identity number, nationality, home language, gender, race (for reporting purposes), medical information (including allergies and health conditions), learning support needs, academic records and performance, attendance records, disciplinary records, contact details, physical and postal addresses, parent/guardian details, photographs, and extracurricular participation information.		
Parents / Guardians	Full names, identity or passport numbers, contact details (telephone numbers, email addresses), residential and postal addresses, occupation, employer details, marital status, financial information (including school fee payment records), and consent records for learner participation and media usage.		
School Governing Body Members	Full name, ID number, contact details, residential and postal address, occupation, and role within the SGB.		
Service Providers / Contractors	Company name, registration number, VAT number, contact person's name, contact details, business address, tax and banking details, and contractual information.		
Education Authorities and External Stakeholders	Names and contact details of representatives, correspondence records, and institutional registration or compliance information shared for regulatory purposes.		

12.3 The recipients or categories of recipients to whom the personal information may be supplied

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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	
Credit and payment history, for credit information	Credit Bureaus	
Learner registration and performance data	Department of Basic Education; Provincial Education Department; Examination Boards (e.g., NSC); South African Schools Administration System (SA-SAMS).	
Learner medical and emergency information	Medical practitioners, emergency services, or hospitals (in the event of a medical emergency).	
Parent/guardian contact and identification details	Department of Basic Education (for reporting); School Governing Body (for parent representation); Finance Office (for billing and communication).	
Employee personal and employment data	South African Revenue Service (SARS); Department of Basic Education; Pension and Medical Aid Administrators; External Payroll and HR Service Providers.	

12.4 Planned transborder flows of personal information

St Michael's School for Girls may, in the ordinary course of its operations and through the use of third-party service providers, electronic communication systems, cloud-based platforms, and educational

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technologies, transfer or store personal information outside the Republic of South Africa.

Such transborder transfers are conducted in accordance with Section 72 of the Protection of Personal Information Act 4 of 2013, and the school takes reasonable steps to ensure that appropriate security, confidentiality, and data protection safeguards are implemented by all operators and service providers processing personal information on behalf of the school.


<i>Countries to which personal information may be transferred or stored include, but are not limited to:</i>
United States of America;
Ireland;
Netherlands;
United Kingdom;

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

St Michael's School for Girls continuously reviews and updates its security measures to ensure the confidentiality, integrity, availability, and protection of personal information against loss, unauthorised access, misuse, disclosure, alteration, destruction, or cyber threats.

Security safeguards implemented by the school may include, but are not limited to, the following:

- 12.5.1 Access control measures and user authentication protocols;
- 12.5.2 Password protection and role-based access restrictions;
- 12.5.3 Secure storage of physical and electronic records;
- 12.5.4 Data encryption technologies where appropriate;
- 12.5.5 Anti-virus, anti-malware, and endpoint protection solutions;
- 12.5.6 Firewall protection and network security controls;
- 12.5.7 Secure email and electronic communication practices;
- 12.5.8 Information technology security monitoring and system maintenance;

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- 12.5.9 Backup and disaster recovery procedures;
- 12.5.10 Confidentiality undertakings and staff awareness measures;
- 12.5.11 Secure disposal and destruction of records containing personal information;
- 12.5.12 Physical security measures, including controlled access to offices and record storage areas;
- 12.5.13 Security policies, acceptable use policies, and information governance procedures;
- 12.5.14 Third-party operator and service provider confidentiality and security obligations;
- 12.5.15 Incident management and data breach response procedures;
- 12.5.16 Regular software updates, patch management, and vulnerability mitigation measures; and
- 12.5.17 Ongoing assessment and review of information security risks and controls.
- 12.5.18 Regular and up to date data protection training for staff members

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is made available in the following one official languages-


13.1.1 English;

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

13.2.1 on www.stms.co.za if any, of the public body;

13.2.2 at the head office of the public body for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

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13.2.4 to the Information Regulator upon request.

13.3 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.


14. UPDATING OF THE MANUAL

The ST MICHAEL'S SCHOOL FOR GIRLS will, if necessary, update and publish this Manual annually.

Issued by



Name of IO	Noeline Stumpfe
Title of the head of the body	Principal

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APPLICABLE FORMS

PAIA Forms

Form 01: [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)

Form 02: [Request for Access to Record \[Regulation 7\]](#)

Form 03: [Outcome of Request and of Fees Payable \[Regulation 8\]](#)

Form 05: [Complaint Form \[Regulation 10\]](#)

Form 13: [PAIA Request for Compliance Assessment Form \[Regulation 14\(1\)\]](#)

POPIA Forms

Form 1: [Objection to the Processing of Personal Information](#)

Form 2: [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)

Form 3: [Application for the Issue of a Code of Conduct](#)

Form 4: [Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing](#)

Form 5: [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)