



PROMOTION OF ACCESS TO INFORMATION ACT

Manual in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 read with Section 17 of the Protection of Personal Information Act 4 of 2013

This manual is published in compliance with section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and section 17 of POPIA, as required by Regulation 4(1)(c) of the POPIA Amendment Regulations 2025. It sets out what records Loreto Convent School holds, who may access them, and how to submit a request. Version: April 2026.

1. PARTICULARS OF LORETO CONVENT SCHOOL

Name	Loreto Convent School
Legal status	Voluntary association (universitas personarum) / Public Benefit Organisation
PBO number	18/11/13/2808
EMIS number	700231043
Physical address	135 Nana Sita Street, Pretoria, 0002
Postal address	135 Nana Sita Street, Pretoria, 0002
Telephone	+27 (0)12 322 2755
Email	principal@loreto.co.za
Website	loreto.co.za

2. INFORMATION OFFICER & DEPUTY INFORMATION OFFICER

In terms of POPIA s55(1), the head of the private body is the Information Officer. The Executive Principal of Loreto Convent School is the designated Information Officer.

Information Officer	Executive Principal, Loreto Convent School
IO address	135 Nana Sita Street, Pretoria, 0002
IO email	principal@loreto.co.za
IO telephone	+27 (0)12 322 2755
Deputy Information Officer	Bursar, Loreto Convent School
Deputy IO email	bursar@loreto.co.za

The Information Officer has been registered with the Information Regulator in terms of POPIA s55(2). The Deputy Information Officer assists the IO with access requests and POPIA compliance.

3. GUIDE ON HOW TO USE PAIA

The Information Regulator has published a Guide in terms of PAIA s10 to assist persons wishing to exercise their rights under PAIA. This Guide is available:

1. On the Information Regulator's website: www.justice.gov.za/inforeg
2. In all 11 official languages from the Information Regulator's offices.
3. From the school's Information Officer on request.

4. RECORDS AUTOMATICALLY AVAILABLE WITHOUT A FORMAL REQUEST

The following records are automatically available to the public or to specific parties without a formal PAIA request:

1. **Admissions Policy (2026):** published on the school's website and available from the school office.
2. **Language Policy (2026):** available from the school office on request.
3. **Privacy Notice / POPIA Notice:** published on the school's website.
4. **This PAIA Manual:** published on the school's website and available from the school office.
5. **Annual Fee Schedule:** provided to enrolled families at the start of each year and available from the school office.

5. CATEGORIES OF RECORDS HELD

Loreto Convent School holds the following categories of records. Access to these records (where not automatically available) is subject to the grounds for refusal set out in PAIA and to the interests of third parties, including learners, whose information may be contained in those records.

Category of records	Description	Available to
Governance records	Adopted Constitution; Board Governance Charter; Policy Suite (register — full policies available on request)	Any person on request
Admissions Policy	Full Admissions Policy (2026) — also published on website	Any person
Language Policy	Language Policy (2026)	Any person on request
Financial information	Annual Financial Statements (most recent audited year); approved fee schedule	Parents / guardians of enrolled learners; any person on request
Learner records	Academic records, reports, assessment records	Learner and parents/guardians
Staff employment records	Employment contracts, payroll records, personnel files	Relevant employee; Executive Principal
POPIA & data records	Data Processing Agreements; data breach records; consent records	Information Officer; Information Regulator
Safety & incident records	Incident register; OHS compliance records; CCTV (30-day retention)	Executive Principal; Estate Manager; law enforcement on order

6. HOW TO REQUEST ACCESS TO RECORDS

6.1. Who may request

Any person — including a South African citizen, permanent resident, or foreign national — may request access to a record held by Loreto Convent School in terms of PAIA s50, provided that the record is required for the exercise or protection of a right.

6.2. How to submit a request

Requests must be submitted on the prescribed **Form C** (the PAIA request form, available from the school office or from the Information Regulator’s website) and directed to the Information Officer at the address above.

Requests may be submitted:

- By email to principal@loreto.co.za, with the completed Form C attached.
- By hand delivery or post to 135 Nana Sita Street, Pretoria, 0002.

6.3. Request fee

A **request fee** of **R140** is payable before the request is processed (in terms of the PAIA Regulations), except for personal information requests. An **access fee** may also be payable depending on the format and volume of records requested. The IO will notify the requester of any applicable fees before processing.

No request fee is payable where the request is for the requester’s own personal information.

6.4. Response timeframe

The Information Officer will respond within **30 days** of receiving a complete request. This period may be extended by a further 30 days in exceptional circumstances, with written notice to the requester.

6.5. Grounds for refusal

Access may be refused on the grounds set out in PAIA ss26–46, including where the record contains personal information about a third party (e.g. a learner other than the requester’s own child), commercially sensitive information, or information the disclosure of which would be prejudicial to the school’s legitimate interests.

7. REMEDIES AVAILABLE TO REQUESTERS

If your request is refused, you may:

1. **Apply for internal appeal:** submit a written appeal to the Board Chairperson within 30 days of the refusal decision. The Chairperson must decide the appeal within 30 days of receipt.
2. **Complain to the Information Regulator:** lodge a complaint with the Information Regulator at inforeg@justice.gov.za or 010 023 5207. The Regulator may investigate and issue an enforcement notice.
3. **Apply to court:** apply to the High Court for relief under PAIA s82, within the applicable prescribed period.

8. POPIA PROCESSING NOTICE

In terms of POPIA s17, this manual also serves as the school's documentation of its processing operations. The following is a summary of the school's personal information processing activities. The full POPIA Privacy Notice is published on the school's website.

8.1. Responsible Party

Loreto Convent School, 135 Nana Sita Street, Pretoria. Information Officer: Executive Principal (principal@loreto.co.za).

8.2. Purpose of processing

- Provision of education and learner support services.
- Governance, administration, and statutory compliance.
- Staff employment and human resources management.
- Financial management, fee collection, and accounting.
- Campus safety and security.
- Communication with the school community.

8.3. Categories of data subjects

Current and prospective learners; parents and guardians; staff (current, former, and prospective); visitors and contractors; service providers.

8.4. Categories of personal information

Identity and contact information; academic records; financial records; employment records; health and medical information (Special Personal Information); CCTV footage; and any other information necessary for the above purposes.

8.5. Recipients

Department of Basic Education; Gauteng Department of Education; Catholic Schools' Trust; service providers bound by Data Processing Agreements; professional advisers; law enforcement where legally required.

8.6. Planned transborder flows

The school does not ordinarily transfer personal information outside South Africa. Where cloud service providers store data outside South Africa, adequate protections equivalent to POPIA are contractually required in terms of POPIA s72.

8.7. Security measures

Technical and organisational measures are implemented in accordance with POPIA s19 and the school's Data Management & POPIA Compliance Policy (2026). These include access controls, password protocols, physical security of records, staff training, and Data Processing Agreements with all operators.

9. LEGISLATION GOVERNING ACCESS TO RECORDS

Access to school records may also be governed by the following legislation, in addition to PAIA. Where other legislation permits access on a basis that is no more onerous than a PAIA request, the school will give effect to it:

- *South African Schools Act 84 of 1996*
- *Employment of Educators Act 76 of 1998*
- *Labour Relations Act 66 of 1995*
- *Basic Conditions of Employment Act 75 of 1997*
- *Children’s Act 38 of 2005*
- *Protection of Personal Information Act 4 of 2013*
- *Income Tax Act 58 of 1962 (PBO records)*
- *Companies Act 71 of 2008 (where applicable by analogy)*
- *Occupational Health and Safety Act 85 of 1993*

10. AVAILABILITY OF THIS MANUAL

This manual is available:

- **On the school’s website:** loreto.co.za (free of charge).
- **At the school office:** 135 Nana Sita Street, Pretoria, available for inspection during normal school hours (Monday–Friday, 07h30–16h00), free of charge.
- **By request:** copies are available from the Information Officer. A reasonable fee may be charged for printed copies.

This manual is updated annually or when material changes occur. Version: **April 2026**. Next review: **April 2027**.