

(A4712)



PAIA MANUAL

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

TABLE OF CONTENTS

1.	LIST OF ACRONYMS AND ABBREVIATIONS	3
2.	PURPOSE OF PAIA MANUAL	4
3.	ESTABLISHMENT OF THE LANGEBERG MUNICIPALITY.....	5
4.	STRUCTURE OF THE LANGEBERG MUNICIPALITY AND FUNCTIONS	5
5.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE LANGEBERG MUNICIPALITY.....	8
6.	DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE LANGEBERG MUNICIPALITY.....	9
7.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE...	13
8.	DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE LANGEBERG MUNICIPALITY.....	15
9.	THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE LANGEBERG MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	16
10.	SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE LANGEBERG MUNICIPALITY AND HOW TO GAIN ACCESS TO THOSE SERVICES.....	16
11.	PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY LANGEBERG MUNICIPALITY .	19
12.	PROCESSING OF PERSONAL INFORMATION	21
13.	AVAILABILITY OF THE MANUAL.....	26
14.	UPDATING OF THE MANUAL	26

ANNEXTURES

- **ANNEXTURE A:** PAIA APPLICATION FORM (Form 2 – Regulation 7)
- **ANNEXTURE B:** INTERNAL APPEAL (Form 4 – Regulation 9)
- **ANNEXTURE C:** FEES IN RESPECT OF PUBLIC AND PRIVATE BODIES (Regulation 22)
- **ANNEXTURE D:** CATEGORIES OF RECORDS OF WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS (Regulation 15)

1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|------|-----------------------------------|---|
| 1.1 | “DIO” | Deputy Information Officer; |
| 1.2 | “IO” | Information Officer; |
| 1.3 | “Minister” | Minister of Justice and Correctional Services; |
| 1.4 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended; |
| 1.5 | “MFMA” | Municipal Finance Management Act No.56 of 2003 as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; |
| 1.8 | “MM” | Municipal Manager; |
| 1.9 | “IDP” | Integrated Development Plan; |
| 1.10 | “Responsible Party” | A public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information; |
| 1.11 | “Municipal Systems Act” | Municipal Systems Act No.32 of 2000 as Amended; |
| 1.12 | “Municipal Structures Act” | Municipal Structures Act No. 117 of 1998 as Amended; |

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 **LANGEBERG MUNICIPALITY** 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 **LANGEBERG MUNICIPALITY**;
- 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 **LANGEBERG MUNICIPALITY** 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 **LANGEBERG MUNICIPALITY**, 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 **LANGEBERG MUNICIPALITY** 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 **LANGEBERG MUNICIPALITY** has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE LANGEBERG MUNICIPALITY

LANGEBERG MUNICIPALITY is an organ of state within the local sphere of government and was established in terms of Notice No P.N./491 dated 22 September 2000, as amended.

Objectives/Mandate

3.1. Mission

An efficient and cost-effective municipality for good governance, sustainable services, safe and secure environment, sound financial management and a conducive environment for local economic development.

3.2. Vision

To create a safe and healthy environment for delivering sustainable quality services.

3.3. Strategic Objectives

1. Ensure efficient administration for good governance
2. Provide infrastructure for sustainable and affordable basic services
3. Promote a safe and secure environment
4. Promote and facilitate investment and local economic development
5. Provide sustainable financial management

4. STRUCTURE OF THE LANGEBERG MUNICIPALITY AND FUNCTIONS

4.1. Structure

Langeberg municipality have a mayoral executive system combined with a ward participatory system, as prescribe in section 9(d) of the Municipal Structures Act, No 117 of 1998. The structure of the Municipality consists of a **political structure** and **administrative structure**.

The **political structure** comprises of the council and various committees of which the Mayoral Committee is the principal committee. The Speaker presides at meetings of the council and performs the duties and exercises the powers referred to in the Municipal Structures Act. The Executive Mayor presides at meetings of the Mayoral Committee and performs the duties, including and ceremonial functions, and powers delegated by the Council. The Deputy Executive Mayor assists the Executive Mayor and presides when the Executive Mayor is not available.

The Council consists of 23 councillors of which 12 are ward councillors and 11 proportional representatives (PR) councillors who proportionally represent the parties contesting the election in the municipality in terms of section 23(1)(a) of the Municipal Structures Act.

The Council consists out of five "Portfolio Committees" appointed in terms of section of the Municipal Structures Act, which report to the Executive Mayor via the Mayoral Committee, as follows:

A. Political Structure:

Executive Mayoral Committee:

Ald SW van Eeden (Executive Mayor)

Cllr JG Steenkamp, Cllr JCJ Coetzee, Cllr C Steyn, Cllr DAT Felix, Cllr RC Henn.

MEMBERS OF PORTFOLIO COMMITTEES

(April 2024)

Corporate Services

Cllr C Steyn (Chairperson)

Cllr DB Janse, Cllr C Baartman, Cllr D September, SE Rensenberg

Strategy & Social Development

Cllr JG Steenkamp (Chairperson)

Cllr L Kahla, Cllr A Ndongeni, Cllr MG Oostendorff-Kraukamp, Cllr Y Siegel

Engineering Services

Cllr JCJ Coetzee (Chairperson)

Cllr T Coetzee, Cllr L Gxowa, Cllr JJ Januarie, Cllr LJ Prince

Community Services

Cllr RC Henn (Chairperson)

Cllr M Gertse, Cllr MG Oostendorff-Kraukamp, Cllr C Pokwas, Cllr C Baartman

Financial Services

Cllr DAT Felix (Chairperson)

Cllr CJ Grootboom, Cllr JS Mafilika, Cllr C Pokwas, Cllr LJ Prince

OTHER COMMITTEES

Fraud and Risk Management Committee (FARMCO)

Dr M van Biljon (Chairperson)

Directors: A Everson, Me C Matthys, M Shude, M Mgajo, 1 Vacancy – Engineering Services

Audit and Performance Committee (A&PC)

Me K Talmakkies (Chairperson)

A Njeza, O Valley, S Maharaj

Municipal Public Accounts Committee (MPAC)

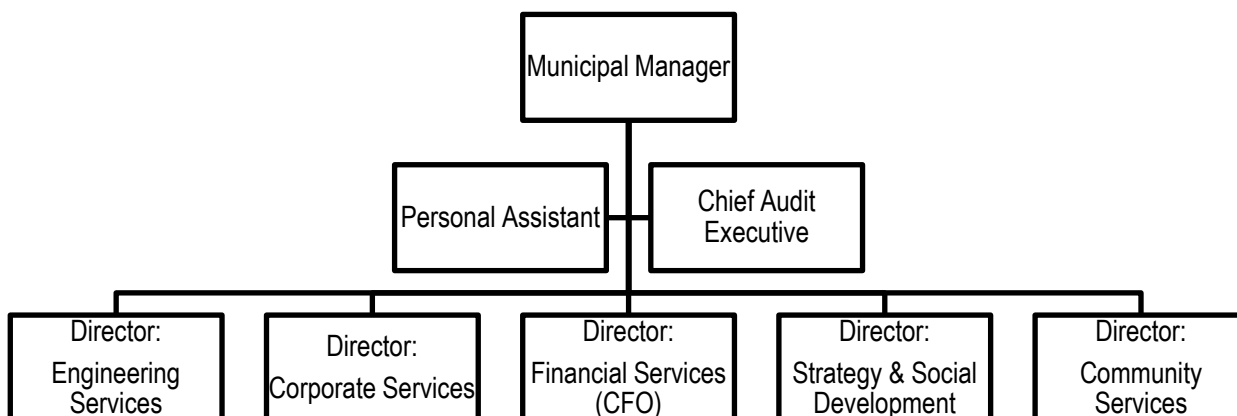
Cllr D September (Chairperson)

Cllr T Coetzee, Cllr DB Janse, Cllr JJ Januarie, Cllr LJ Prince

B. Administrative Structure

The administrative structure comprises of the Municipal Manager appointed in terms of section 54A of the Municipal Systems Act, as a head of the administration of the municipal council, and a staff establishment of the following departments:

1. Office of the Municipal Manager
2. Community Services
3. Corporates Services
4. Engineering Services
5. Financial Services
6. Strategy and Social Development



Municipal Manager:

Tel:

E-mail:

DANIËL LUBBE

023 615 8401

dlubbe@langeberg.gov.za

Director: Engineering Services:

Tel:

E-mail:

Vacant

023 615 8348

Director: Corporate Service:

Tel:

E-mail:

ANTON EVERSON

023 615 8407

aeverson@langeberg.gov.za

Director: Financial Services (CFO):

Tel:

E-mail:

MAVA SHUDE

023 615 8431

mshude@langeberg.gov.za

Director: Strategy & Social Development:

Tel:

E-mail:

Me CELESTE MATTHYS

023 626 8307

cmatthys@langeberg.gov.za

Director: Community Services:

Tel:

E-mail:

MIKE MGAJO

023 626 8303

mmgajo@langeberg.gov.za

4.2 Functions

The Municipality has legislative and executive authority in respect of the powers and functions as conferred on it in terms of the Constitution of the Republic of South Africa Act No. 108 of 1996 and other appropriate legislation. The municipal functions and powers are prescribed in Chapter 3 of the Municipal Systems Act. The core functions and powers of the Municipality include the following:

- Municipal Cemeteries
- Customer Care
- Community Facilities (Sport fields, Halls, Swimming Pools)
- Corporate Services
- Electricity
- Housing
- Irrigation Services
- Law Enforcement
- Local Economic Development
- Tourism
- Libraries
- Parks and Nature Conservation
- Road and Stormwater Management
- Water and Sanitation
- Traffic Services
- Waste Removal
- Town Planning
- Building Regulation
- Fire and Disaster Management
- Debt Collection and Credit Control
- Integrated Development Planning

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE LANGEBERG MUNICIPALITY

5.1. Information Officer

Name: **Mr Daniël Lubbe**
Tel: **023 615 8401**
Email: mm@langeberg.gov.za / dlubbe@langeberg.gov.za
Fax: **023 615 1563**

5.2. Deputy Information Officer

Name: **Mr Anton Everson**
Tel: **023 615 8407**
Email: aeverson@langeberg.gov.za
Fax: **023 615 1563**

5.3. Access to Information General Contacts

Email: admin@langeberg.gov.za

5.4. National / Head Office

Postal Address: **Private bag X2, Ashton, 6715**

Physical Address: **Hoofweg 28 / 28 Main Road, Ashton 6715**

Telephone: **023 615 8000**

Email: admin@langeberg.gov.za

Website: www.langeberg.gov.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE LANGEBERG MUNICIPALITY

Formal Request	1. Wishes to make a request to a record of Langeberg Municipality, in terms of PAIA (Act 20/2000), a written request must be made to the INFORMATION OFFICER whose contact information is listed in this manual. 2. The request MUST be completed on FORM 2 as prescribed in Government Gazette 45057/27 August 2021 (Form is included in the Manual). 3. The INFORMATION OFFICER will render assistance in completing the application form and explaining the process. 4. A person means a natural person or a juristic person. 5. A partnership is not a person and may not be given access to information.
Informal Request	1. A person who is illiterate or otherwise unable to make a request for access to a record because of a disability may make an oral request. 2. The Information Officer or the Deputy Information Officer must assist the requester with putting the request in writing on the required form and

	provide a copy of the written request to the requester. 3. The Information Officer or the Deputy Information Officer must also assist a person who requires reasonable assistance free of charge.
Language	1. The language in which the requester wishes to obtain the record must be stated by the requester. 2. If the record is not available in the language preferred by the requester, access may be granted in the language in which the record is available.
Application	The application should provide enough information to enable the Information Officer to identify: 1. the records requested, including a description of the record, a reference number, and any further particulars on the record; and 2. the requester, including all contact information
Form of Access	The information should also enable the Information Officer to identify the form of access required by the requester, for instance: 1. whether the requester wishes to make a copy of a written or printed record or inspect the record; 2. whether the requester wishes to view or copy visual images, which may be photographs, slides, video recordings, computer generated images or sketches or to obtain a transcription of the images; 3. whether the requester wishes to listen to a soundtrack or obtain a written or printed transcription of the soundtrack; or 4. whether the requester wishes to obtain a printed copy of a computer, or an electronic or machine-readable form derived from the aforesaid.
Fees	1. The application form must be accompanied by the prescribed search fee listed in Annexure "C" of this manual. 2. A person who is seeking information about himself or herself does not have to pay the initial fee, while a requester other than a personal requester has to pay an initial fee of R100 for a record. 3. All requesters, except those who are exempted in terms of section 22 (8) (a) of the Promotion of Access to Information Act, 2000 (Act No 2 of

	2000), must pay the required fees to obtain a record.
Reasonable Time	The requester will be given the required information, if available, within a reasonable time after receipt of the application form and prescribed fee.
Where a record is not under the control or in the possession of Langeberg Municipality	1. The Information Officer may transfer a request where a record is not under the control or in the possession of the Langeberg Municipality or where the subject matter is more closely connected with the functions of another public body or where the record contains commercial information in which another public body has a greater interest. 2. The request will be transferred as soon as reasonably possible, but in any event within FOURTEEN (14) days after the request is received. 3. The Information Officer must notify the requester of the transfer as well as the reasons for the transfer and the period within which the request must be addressed.
If a record is no longer available or cannot be found	If information is no longer available or cannot be found and all reasonable steps have been taken to find such a record, the Information Officer must by way of an affidavit of affirmation notify the requester accordingly.
If a record is not yet available	Access may be deferred where a record is not yet available, and the requester will be notified accordingly.
If access is granted	1. The Information Officer must decide within 30 (THIRTY) days whether to grant the request. 2. If access is granted, a notice must be sent to the requester stating the following: (a) The access fee, if any, that must be paid upon being granted access. (b) The form in which access will be given. (c) That the requester may lodge an internal appeal with the Langeberg Municipality or an application with a court against the access fee to be paid or the form in which access is to be granted.
If access is refused	If access to the record is not granted, the notice by the Information Officer or Deputy Information Officer must give adequate reasons for the refusal, excluding any reference to the content of the record and stating that the requester may lodge an internal appeal with the municipality or an

	application with a court against the refusal of the request and the procedure to lodge an internal appeal or application. Council is the Appeal Authority.
Extension of Time	1. The Information Officer or Deputy Information Officer may extend the period of THIRTY (30) days in which to decide on the request if: (a) it is for a large number of records and compliance would unreasonably interfere with the activities of the Langeberg Municipality. (b) it requires a search of a collection of records in an office not situated in the same town or city as the Information Officer and the Information Officer cannot reasonably be expected to complete the request within the initial THIRTY (30) days; (c) consultations with other departments of the Langeberg Municipality or with another public body are necessary or desirable and the Information Officer cannot reasonably be expected to complete the consultations within the initial THIRTY (30) days; or (d) the requester consents in writing to the extension. 2. If a period is extended, the Information Officer must within THIRTY (30) days after the request is received, notify the requester of the extension and the reasons therefor. 3. The notice must state the period of extension as well as adequate reasons for the extension. 4. The notice must also state that the requester may lodge an application with a court against the extension and the procedure (including the period) for lodging the application.
How to obtain access to the Manual	1. A copy of this manual is available in the three (3) official languages of the Western Cape Province. 2. Members of the public can inspect the manual during normal working hours at the contact points mentioned. 3. The manual can also be obtained upon submitting a request to the Information Officer or from the website of the Langeberg Municipality (www.langeberg.gov.za) 4. All requests for access to information must go through the Information Officer following the contact points provided in this manual.

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.

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;

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.*

- 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-
 - 7.3.6.1. an internal appeal;
 - 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.

7.5. 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.

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.”

- 7.5.1. upon request to the Information Officer or head of the private body, using Form 1 available at <https://info regulator.org.za/paia-forms/>;
- 7.5.2. upon request, to the Information Regulator, by sending Form 1 (a request for a copy of the Guide) to- PAIACompliance@infoRegulator.org.za; and
- 7.5.3. from the website of the Regulator (<https://info regulator.org.za/paia-guidelines/>).

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE LANGEBERG MUNICIPALITY

Langeberg Municipality holds the following records:

Subjects on which the body holds records	Categories of records held on each subject
Legislation	Parliamentary Legislation and Regulations Provincial Legislation and Regulations Council By-Laws and Regulations
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Organization and Control	Delegations of Powers, Management Meetings Record Control, Filings System, Disposal of Records, Integrated Development Planning, Sectoral Plans, Performance Management System, Departments
Own Council and Council Matters	Elections, Meetings, Standing Orders, Members' matters.
Personnel (Human Resources) and Labour Relations	Posts Control, Determination of Conditions of Services, Vacancies and Appointments, Training and Qualifications, Financial, Retirement, Labour Relations, Personnel control, Performance Management, Personnel returns and Statistics, Occupational Health and Safety Skills Development, Employment Equity
Finance	Budget, Valuations, Rates and Levies, Loans, Tariffs/Services Charges, Subsidies and Grants received, Funds and Levies Investments, Claims, Settlements of accounts, Councillor Remuneration, Collection of Money, Insurance, Financial Aid, Banking Services, Returns, Reports and Statistics
Domestic Supplies, Services and Transport	Domestic Supplies, Domestic Services, Transport
Building and Sites	Buildings and Grounds, Acquisitions, Utilization and Maintenance Alienation
Tenders, Quotations and Contracts	Main Files, Specific Tenders and Quotations, Specific Contracts
Advertising and Information	Own Advertising and Information Advertising and Information of other Institutions
Festive and Social Events	Social Relations, Other Receptions and Functions

	Acknowledgements, Congratulations and Condolences
Composition and Meetings of Associations and Other Bodies	Agendas, Minutes, Reports and Circulars National and Provincial, Regional and Local
Administration of Justice	Legal Opinions and Court Rulings, Claims Prosecutions and Law Enforcement
Licenses, Certificates, and permits	Applications and Issuing, Licenses, Certificates, Permits
Regional Planning and Control	Demarcation, Regional Planning, Building Control
Essential Services	Roads and Streets, Public Transport, Water, Sewerage, Sanitation, Electricity, Cemeteries, Solid Waste
Community Services	Housing, Disaster Management, Fire Services, Policing, Local Economic Development, Nature and Environmental Conservation, Sport and Recreation, Welfare and Social Services

9. THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE LANGEBERG MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The information officer has compiled a notice regarding categories of records of the body which are available without a person having to request access by completing Form 2.

For inspection, at the head office of Langeberg Municipality during normal office hours.

Such notice can be accessed, at the head office or on the following website: www.langeberg.gov.za.

All the documents listed are automatically available without a person having to formally request access in terms of section 15(2) of PAIA. **SEE ANNEXTURE D**

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE LANGEBERG MUNICIPALITY AND HOW TO GAIN ACCESS TO THOSE SERVICES

RESPONSIBILITIES

All municipal employees have a responsibility to ensure that the personal information of data subjects is collected, stored, and handled appropriately to ensure the confidentiality, integrity, and availability thereof.

Each Information End User, Information Owner, Municipal Department that handles personal information must ensure that it is handled and processed in line with this manual and the privacy principles.

Below follow key positions and their areas of responsibility:

- (a) The **Information Officer** (Municipal Manager) is ultimately responsible for ensuring that the organisation meets its legal obligations.
- (b) The **Deputy Information Officer** is responsible for:
- The encouragement of compliance, by all directorates, with the conditions for the lawful processing of personal information.
 - Dealing with requests made to the municipality pursuant to this Act.
 - Working with the Regulator in relation to investigations conducted pursuant to Chapter 6
 - Otherwise ensuring compliance with the provisions of the Act or otherwise as may be prescribed in terms of the Act.
 - Keeping the Information Officer updated about information assets and personal information protection responsibilities, risks and relating issues.
 - Reviewing all personal information protection procedures and related policies, in line with an agreed schedule.
 - Arranging personal information protection training and advice for the people covered by this manual.

(c) **Directors** are responsible for:

- The encouragement of compliance, by the Directorate under his / her responsibility, with the conditions for the lawful processing of personal information.
- Dealing with requests received from the Information or Deputy Information Officer relating to the directorate under his / her responsibility, pursuant to this Act.
- Working with the Regulator in relation to investigations conducted pursuant to Chapter 6, in relation to the directorate under his / her control.
- Otherwise ensuring compliance by the relevant directorate with the provisions of the Act.

(d) The **ICT Manager** is responsible for:

- Ensuring all ICT assets used for processing personal information meet capable security standards.
- Performing regular checks and scans to ensure security hardware and software is functioning optimally.
- Evaluating any third-party services, the organisation is considering using to process personal information. For instance, cloud computing services.

(e) The **Information Owner / Departmental Manager** is responsible for:

- Classifying personal information in line with the POPI Act and PAIA (No 2 of 2000) and Regulations.
- Maintaining internal procedures to support the effective handling and security of personal information.
- Reviewing all personal information protection procedures and related policies, in line with an agreed schedule and make recommendations to the Information Officer / Deputy Information Officer where applicable.
- Ensuring that all employees, consultants, and others that report to the Information Officer / Deputy Information Officer are made aware of and are instructed to comply with this and all other relevant policies.

(f) The **Manager: IDP, Performance Management and Communications** is responsible for:

- Preparing any personal information protection statement attached to communications such as emails and letters for approval by the Information/Deputy Information Officer
- Addressing any personal information protection queries from journalists or media outlets.
- Where necessary, working with other business units to ensure all communications initiatives abide by the privacy protection principles.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY LANGEBERG MUNICIPALITY

11.1. LIST OF PERSONAL INFORMATION

The municipality collect personal information for various reasons to fulfil its mandate as government institution in terms of the Constitution of the Republic of South Africa. The residents expecting essential and other services from the municipality are obliged to share their personal information with the municipality as the withholding and / or refusal of personal information may impact on the municipality's ability to render effective and sufficient services.

Employees are also obliged to share their personal information with the municipality as it is needed for human resource management.

Depending on the nature of the services required, the relationship between the individual and the municipality and the reasons why certain information is required, personal information that may be obtained includes but is not limited to:

- Forenames and last names
- Identification or Passport number
- Demographic information such as age, gender, physical and postal address
- Qualifications
- Contact details
- Remuneration details
- Biometric and Geographic information
- Employment information
- Ownership or rental information
- Vehicle details i.e. vehicle number plate
- Medical information
- Declaration of interest
- Next of Kin Information; and
- Bidders' information, etc.

11.2. PUBLIC PARTICIPATION

Public and Community participation are described in Chapter 4 of the Systems Act/2000. Langeberg Municipality have a Mayoral Executive System with a ward participatory system to assist the mayoral committee. Each of the 12 wards has a ward councillor and 10 ward committee members. This is one of the extensions of public participation. Other ways of communication to the public includes newsletters, notices on the website, information in the local newspapers and social media. All Council Meetings are advertised on the website and are open to the public (Sec 19 of Systems Act).

11.3. PUBLIC PARTICIPATION AND SERVICE DELIVERY COMMUNICATIONS

The data subject can choose whether or not to receive communications from the municipality on service delivery and public participation via any available communication platforms i.e. email or, SMS. Even when agreeing to this, the data subject may opt out of receiving any such notifications at any time by informing the Information or Deputy Information Officers.

The municipality shall not avail personal information to unaffiliated third parties for direct marketing purposes or sell, rent, distribute, or otherwise make personal information commercially available to any third party.

11.4. MUNICIPAL WEBSITE (Sec 21B Local Government: Municipal Systems Act No. 32 of 2000)

- By using the municipalities website, the user is deemed to have accepted the terms and conditions as specified on the website. You can access other sites via links from the website. These sites are not monitored, maintained, or controlled by the municipality and thus we are not responsible in any way for any of their contents. The municipality's website contains various links to other third-party websites.
- The municipality is not responsible for any third-party content or privacy statements. The use of such sites and applications is thus subject to the relevant third-party manual statements.
- The Langeberg Municipal website respects any user's privacy. Some anonymous information about the user is automatically collected by the website. This information may include: the user's browser type, access times, referring web site addresses and viewed pages. This information is collected to generate general aggregate statistics about the use of the Municipal website and is used to improve service delivery.
- The website also uses a "cookie" to save the users language preference. A *cookie* is a text file that is placed on the user's hard disk by a webpage server. *Cookies* cannot be used to run programmes or deliver viruses to the user's computer. *Cookies* are uniquely assigned to the user and can only be read by a web server in the domain that issued the cookie to the user.
- The user can accept or decline *cookies*. Most web browsers automatically accept *cookies*, but the user can usually modify the browser settings to decline *cookies*. If the user chooses to decline cookies, the user's language choice will not be automatically selected each time the user return to the website. No other *cookies* other than the language cookie are used by the municipality's website.
- No other information is collected by the municipality's website without the user's knowledge. The municipality will not pass on any individual user details that may have been obtained, automatically or without the user's knowledge, unless the user's prior consent. The municipality only shares anonymous aggregate statistics about users and traffic patterns.
- The municipality is not responsible for any breach of security or for the actions of third parties.

12. PROCESSING OF PERSONAL INFORMATION

12.1. Purpose of Processing

Collection of Personal Information

The organisation collects information to support its service delivery mandate. Personal information is collected directly from data subjects where practical and always in compliance with PAIA. The types of information and the purposes for which personal information is collected is set out in the organisation's Notice, **and may include the following:**

- a) Applications forms
- b) Tender and Contracts
- c) Websites

- d) Through surveillance cameras (with facial recognition technology)
- e) Through third party service providers
- f) Social media platforms
- g) Responding to questionnaire
- h) Surveys
- i) Town Planning Compliance
- j) Building Control
- k) Telecommunications.

Reasons for Keeping Personal Information

The municipality may collect and process personal information for the following reasons:

- Employment and remuneration and other Human Resources needs
- Process benefits i.e. medical aid and pension
- Considering bids in terms of tenders and quotations;
- Closing agreements and contracts;
- Communication; sending and sharing of important information;
- Register services;
- Maintaining Data base for essential services, indigent support, housing.
- Respond to inquiries; complaints and requests;
- Community consultation and feedback;
- Addressing the needs and priorities
- Understanding the needs and priorities of the community and other stakeholders;
- Security background checks (vetting)
- Rendering accounts
- Debt recovery
- Reports to council for bad debt
- Disclosure
- Audit reports

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

Langeberg Municipality processes and categories data subjects in respect of whom personal information and the nature or categories of the personal information being processed.

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

Categories of Data Subjects	Personal Information that may be Processed
	number; financial, commercial, scientific, or technical information and trade secrets
Employees	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

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

SHARING PERSONAL INFORMATION

As a principle, the municipality shall only share personal information if the municipality has obtained consent from the data subject. Personal information may be shared with the indicated stakeholders and in the manner, as follows:

- SARS
- Medical aids, pension funds
- Financial institutions for remuneration purposes
- Financial institutions for payments
- Business partners, vendors, or contractors to provide requested services or facilitate transactions.
- In response to a request for information by a legitimate authority in accordance with, or required by any applicable law, regulation, or legal process
- Where necessary to comply with judicial proceedings, court orders.
- To protect the rights, property, or safety of the municipality or others, or as otherwise required by an applicable law; and
- Where consent in writing has been contained from the data subject for sharing.

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services, any Government entity, SARS,

Category of personal information	Recipients or Categories of Recipients
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

12.4. Planned transborder flows of personal information

Personal information may be transmitted transborder to Langeberg Municipality's suppliers in other countries, and personal information may be stored in data servers hosted outside South Africa, which may not have adequate protection laws. The Langeberg Municipality will endeavour to ensure that its dealers and suppliers will make all reasonable efforts to secure said data and personal information.

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.

STORAGE OF PERSONAL INFORMATION

These rules describe how and where personal information should be safely stored. Questions about storing personal information safely can be directed to the Records Manager, Manager: Administrative Support Services.

1. When personal information is **stored on paper**, it should be kept in a secure place where un-authorised people cannot see it.

These guidelines also apply to personal information that is usually stored electronically but has been printed out for some reason:

- (a) When not required, the paper or files should be kept in a locked drawer or filing cabinet.
 - (b) Where the information is classified as SECRET access to the environment should be restricted and logged.
 - (c) Employees should make sure paper and printouts are not left where unauthorised people could see them, like on a printer or photocopier.
 - (d) Printouts that contain personal information should be shredded immediately and securely when no longer required.
2. When personal information is **stored electronically**, it must be protected from unauthorised access, accidental deletion, and malicious hacking attempts:
 - (a) All electronic storage requires access controls equal to those in production and file protection mechanisms such as encryption should be employed.
 - (b) All electronic access must be logged.
 - (c) Storing personal information on any other physical devices, including but not limited to USB drives (memory sticks), external hard drive, CD or DVD must be pre-approved by the Manager: ICT

- (d) If personal information is stored on removable media (like a memory stick, external hard drive, CD or DVD) the files should be encrypted, password protected, and the media should be locked away securely when not being used.
- (e) USB drives (memory sticks) that are found or have been handed out as a promotional item should not be plugged into any computer as these devices may contain hidden malware or viruses.
- (f) All lost or stolen devices (including removable media) must immediately be reported to the line manager, Manager: ICT and Manager: Human Resources.
- (g) Services containing personal information should be sited in a secure location, away from general office space.
- (h) Electronic files that contain personal information should be backed up frequently. Those backups should be tested regularly in line with the organisation's standard backup procedures.
- (i) All servers, computers and other electronic devices containing personal information should be protected by approved security software and a firewall.

DATA ACCURACY

The law requires the organisation to take reasonable steps to ensure personal information is kept accurate and up to date. The more important it is that personal information is accurate, the greater the effort the business unit should put into ensuring its accuracy.

It is the responsibility of all employees who work with personal information to take reasonable steps to ensure that it is kept as accurate and up to date as possible.

- (a) Electronic files that contain personal information will be held in as **few places as necessary**.
Staff should not create any unnecessary additional data sets.
- (b) Staff should **take every opportunity to ensure personal information is updated**.
For instance, by confirming a client's details when they call.
- (c) The organisation will make it **easy for data subjects to update their personal information** the organisation holds about them. For instance, via its website.
- (d) Personal information should be **updated as inaccuracies are discovered**. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.

DISPOSAL

Working papers and copies that may be disposed of in terms of a general disposal instruction must be disposed of by using a secure disposal container or shredder. The disposal of all original files and electronic files must be informed in accordance with the organisation's Records Management Policy.

SAFEGUARDING OF PERSONAL INFORMATION

The municipality is committed to protect personal information from misuse, loss, theft, unauthorized access, modification, or disclosure by:

- using electronic and physical defences; and
- Contractually requiring that third parties to whom personal information is disclosed to do the same.

The municipality have robust security controls and further threat detection solutions in place.

13. AVAILABILITY OF THE MANUAL

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

1. English
2. Afrikaans
3. Xhosa

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

1. on www.langeberg.gov.za, if any, of the public body;
2. at the head office of the public body for public inspection during normal business hours;
3. to any person upon request and upon the payment of a reasonable prescribed fee; and
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 **LANGEBERG MUNICIPALITY** will, if necessary, update and publish this Manual annually.

Issued by

Daniël Lubbe

MUNICIPAL MANAGER and INFORMATION OFFICER

(A4712)



PAIA HANDLEIDING

Opgestel ingevolge Artikel 14 van die Wet op die Bevordering van Toegang tot Inligting, Wet 2 van 2000 (soos gewysig)

INHOUDSOPGAWE

1.	LYS VAN AKRONIEME EN ABBREVIATIONS	3
2.	DOEL VAN PAIA HANDLEIDING.....	4
3.	STIGTING VAN DIE LANGEBERG MUNISIPALITEIT	5
4.	STRUKTUUR VAN DIE LANGEBERG MUNISIPALITEIT EN FUNKSIES.....	5
5.	BELANGRIKE KONTAKBESONDERHEDE VIR TOEGANG TOT INLIGTING VAN DIE LANGEBERG MUNISIPALITEIT	9
6.	BESKRYWING VAN ALLE REMEDIES BESKIKBAAR TEN OPSIGTE VAN 'N HANDELING OF 'N VERSUIM OM OP TE TREE DEUR DIE LANGEBERG MUNISIPALITEIT	10
7.	GIDS OOR HOE OM PAIA TE GEBRUIK EN HOE OM TOEGANG TOT DIE GIDS TE VERKRY	14
8.	BESKRYWING VAN DIE ONDERWERPE WAAROP DIE LIGGAAM REKORDS EN KATEGORIEË REKORDS HOU WAT DEUR DIE LANGEBERG MUNISIPALITEIT GEHOU WORD	16
9.	DIE JONGSTE KENNISGEWING RAKENDE KATEGORIEË REKORDS VAN DIE LANGEBERG MUNISIPALITEIT WAT BESKIKBAAR IS SONDER DAT 'N PERSOON TOEGANG HOEF TE VERSOEK.....	17
10.	DIENTE BESKIKBAAR VIR LEDE VAN DIE PUBLIEK VAN DIE LANGEBERG MUNISIPALITEIT EN HOE OM TOEGANG TOT DAARDIE DIENTE TE VERKRY ..	18
11.	OPENBARE BETROKKENHEID BY DIE FORMULERING VAN BELEID OF DIE UITOEFENING VAN BEVOEGDHEDE OF UITVOERING VAN PLIGTE DEUR LANGEBERG MUNISIPALITEIT	20
12.	VERWERKING VAN PERSOONLIKE INLIGTING	22
13.	BESKIKBAARHEID VAN DIE HANDLEIDING	28
14.	OPDATERING VAN DIE HANDLEIDING.....	28

BYLAES

- **BYLAE A:** PAIA AANSOEKVORM (Vorm 2 – Regulasie 7)
- **BYLAE B:** INTERNE APPÈL (Vorm 4 – Regulasie 9)
- **BYLAE C:** FOOIE TEN OPSIGTE VAN OPENBARE EN PRIVATE LIGGAME (Regulasie 22)
- **BYLAE D:** KATEGORIEË REKORDS WAARVAN BESKIKBAAR IS SONDER DAT 'N PERSOON TOEGANG HOEF TE VERSOEK (Regulasie 15)

1. LYS VAN AKRONIEME EN AFKORTINGS

- | | | |
|------|--------------------------------------|--|
| 1.1 | "DIO" | Adjunk-inligtingsbeampte; |
| 1.2 | "IO" | Inligtingsbeampte; |
| 1.3 | "Predikant" | Minister van Justisie en Korrektiewe Dienste; |
| 1.4 | "PAIA" | Wet op Bevordering van Toegang tot Inligting No. 2 van 2000 (soos Gewysig) |
| 1.5 | "MFMA" | Wet op Munisipale Finansiële Bestuur No.56 van 2003 (soos Gewysig) |
| 1.6 | "POPIA" | Wet op die Beskerming van Persoonlike Inligting No.4 van 2013; |
| 1.7 | "Reguleerder" | Inligting Reguleerder; |
| 1.8 | "MM" | Munisipale Bestuurder; |
| 1.9 | "GOP" | Geïntegreerde Ontwikkelingsplan; |
| 1.10 | "Verantwoordelike party" | 'n Openbare of private liggaam of enige ander persoon wat alleen of in samewerking met ander, bepaal die doel van en middele vir die verwerking van persoonlike inligting; |
| 1.11 | "Wet op Munisipale Stelsels" | Wet op Munisipale Stelsels No.32 van 2000 soos Gewysig; |
| 1.12 | "Wet op Munisipale Strukture" | Wet op Munisipale Strukture No. 117 van 1998 soos Gewysig; |

2. DOEL VAN PAIA HANDLEIDING

Hierdie PAIA-handleiding is nuttig vir die publiek om -

- 2.1 kyk na die aard van die rekords wat reeds by **LANGEBERG MUNISIPALITEIT** **beskikbaar mag wees** sonder dat 'n formele PAIA-versoek ingedien hoef te word;
- 2.2 'n begrip hê van hoe om 'n versoek om toegang tot 'n rekord van die **LANGEBERG MUNISIPALITEIT** te rig;
- 2.3 toegang te verkry tot al die relevante kontakbesonderhede van die persone wat die publiek sal bystaan met die rekords waartoe hulle van plan is om toegang te verkry;
- 2.4 ken al die remedies beskikbaar by die **LANGEBERG MUNISIPALITEIT** rakende versoek om toegang tot die rekords, voordat jy die Reguleerder of die Howe nader;
- 2.5 die beskrywing van die dienste beskikbaar vir lede van die publiek van die **LANGEBERG MUNISIPALITEIT**, en hoe om toegang tot daardie dienste te verkry;
- 2.6 'n beskrywing van die gids oor hoe om PAIA te gebruik, soos opgedateer deur die Reguleerder en hoe om toegang daartoe te verkry;
- 2.7 indien die liggaam persoonlike inligting, die doel van die verwerking van persoonlike inligting en die beskrywing van die kategorieë datasubjekte en van die inligting of kategorieë inligting wat daarmee verband hou, sal verwerk;
- 2.8 weet of die **LANGEBERG MUNISIPALITEIT** beplan het om persoonlike inligting buite die Republiek van Suid-Afrika oor te dra of te verwerk en die ontvangers of kategorieë ontvangers aan wie die persoonlike inligting verskaf kan word; en
- 2.9 weet of die **LANGEBERG MUNISIPALITEIT** toepaslike veiligheidsmaatreëls het om die vertroulikheid, integriteit en beskikbaarheid van die persoonlike inligting wat verwerk moet word, te verseker.

3. STIGTING VAN DIE LANGEBOERG MUNISIPALITEIT

LANGEBOERG MUNISIPALITEIT is 'n staatsliggaam binne die plaaslike regeeringsfeer en is gestig ingevolge Kennisgewing No P.N./491 van 22 September 2000, soos gewysig.

Doelwitte/mandaat

3.1. Missie

'n Doeltreffende en kostedoeltreffende munisipaliteit vir goeie bestuur, volhoubare dienste, veilige en veilige omgewing, gesonde finansiële bestuur en 'n bevorderlike omgewing vir plaaslike ekonomiese ontwikkeling.

3.2. Visie

Om 'n veilige en gesonde omgewing te skep vir die lewering van volhoubare gehalte dienste.

3.3. Strategiese doelwitte

1. Verseker doeltreffende administrasie vir goeie bestuur.
2. Voorsien infrastruktuur vir volhoubare en bekostigbare basiese dienste.
3. Bevorder 'n veilige omgewing.
4. Bevorder en fasiliteer belegging en plaaslike ekonomiese ontwikkeling.
5. Voorsien volhoubare finansiële bestuur.

4. STRUKTUUR VAN DIE LANGEBOERG MUNISIPALITEIT EN FUNKSIES

4.1. Struktuur

Die Langeberg Munisipaliteit het 'n Burgemeesters Uitvoerende Stelsel gekombineer met 'n wyksdeelnemende stelsel, soos voorgeskryf in artikel 9(d) van die Wet op Munisipale Strukture, No 117 van 1998. Die struktuur van die munisipaliteit bestaan uit 'n **politieke struktuur** en **administratiewe struktuur**.

Die **politieke struktuur** bestaan uit die raad en verskeie komitees waarvan die Burgemeesterskomitee die hoofkomitee is. Die Speaker sit voor by vergaderings van die raad en verrig die pligte en oefen die bevoegdhede uit waarna in die Wet op Munisipale Strukture verwys word. Die Uitvoerende Burgemeester sit voor by vergaderings van die Burgemeesterskomitee en verrig die pligte, insluitend en seremoniële funksies, en bevoegdhede wat deur die Raad gedelegeer is. Die Adjunk- Uitvoerende Burgemeester staan die Uitvoerende Burgemeester by en is die voorsitter wanneer die Uitvoerende Burgemeester nie beskikbaar is nie.

Die Raad bestaan uit 23 raadslede waarvan 12 wyksraadslede en 11 proporsionele verteenwoordigers (PR) raadslede is wat proporsioneel die partye verteenwoordig wat die verkiesing in die munisipaliteit betwis ingevolge artikel 23(1)(a) van die Wet op Munisipale Strukture.

Die Raad bestaan uit vyf "Portefeuljekomitees" wat ingevolge artikel van die Wet op Munisipale Strukture aangestel is, wat soos volg aan die Uitvoerende Burgemeester via die Burgemeesterskomitee verslag doen:

A. Politieke struktuur:

Uitvoerende Burgemeesterskomitee:

Ald SW van Eeden (Uitvoerende Burgemeester)

Rdl JG Steenkamp, Rdl JCJ Coetzee, Rdl C Steyn,
Rdl DAT Felix, Rdl RC Henn.

LEDE VAN PORTEFEULJEKOMITEES

(April 2024)

Korporatiewe Dienste

Rdl C Steyn (Voorsitter)

Rdl DB Janse, Rdl C Baartman, Rdl D September,
Rdl SE Rensenberg

Strategie en Maatskaplike Ontwikkeling

Rdl JG Steenkamp (Voorsitter)

Rdl L Kahla, Rdl A Ndongeni, Rdl MG Oostendorff-
Kraukamp, Rdl Y Siegel

Ingenieursdienste

Rdl JCJ Coetzee (Voorsitter)

Rdl T Coetzee, Rdl L Gxowa, Rdl JJ Januarie, Rdl
LJ Prince

Gemeenskapsdienste

Rdl RC Henn (Voorsitter)

Rdl M Gertse, Rdl MG Oostendorff-Kraukamp, Rdl
C Pokwas, Rdl C Baartman

Finansiële Dienste

Rdl DAT Felix (Voorsitter)

Rdl CJ Grootboom, Rdl JS Mafilika, Rdl C Pokwas,
Rdl LJ Prince

ANDER KOMITEES

Bedrog- en Risikobestuurskomitee (FARMCO)

Dr M van Biljon (Voorsitter)

Direkteure: A Everson, Me C Matthys, M Shude, M
Mgajo, 1 Vakature – Ingenieursdienste

Oudit- en Prestasiekomitee (A&PC)

Me K Talmakkies (Voorsitter)

A Njeza, O Valle, S Maharaj

Munisipale Openbare Rekeninge Komitee (MPAC)

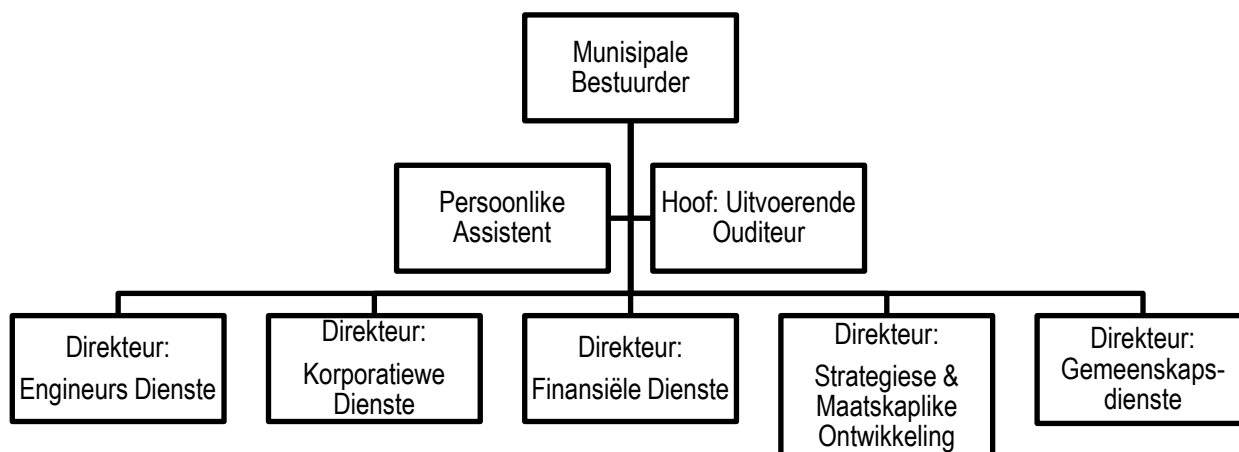
Rdl D September (Voorsitter)

Rdl T Coetzee, Rdl DB Janse, Rdl JJ Januarie,
Rdl LJ Prince

B. Administratiewe struktuur

Die administratiewe struktuur bestaan uit die Munisipale Bestuurder wat ingevolge artikel 54A van die Wet op Munisipale Stelsels aangestel is as hoof van die administrasie van die munisipale raad, en 'n personeelinstelling van die volgende departemente:

1. Kantoor van die Munisipale Bestuurder
2. Ingenieursdienste
3. Korporatiewe Dienste
4. Finansiële Dienste
5. Strategie en Sosiale Ontwikkeling
6. Gemeenskapsdienste



Munisipale Bestuurder:

Tel:

E-pos:

DANIËL LUBBE

023 615 8401

dlubbe@langeberg.gov.za

Direkteur: Ingenieursdienste:

Tel:

E-pos:

Vakant

023 615 8348

Direkteur: Korporatiewe Diens:

Tel:

E-pos:

ANTON EVERSON

023 615 8407

aeverson@langeberg.gov.za

Direkteur: Finansiële Dienste (Finansiële Hoof):

Tel:

E-pos:

MAVA SHUDE

023 615 8431

mshude@langeberg.gov.za

Direkteur: Strategie en Maatskaplike Ontwikkeling:

Tel:

E-pos:

Me CELESTE MATTHYS

023 626 8307

cmatthys@langeberg.gov.za

Direkteur: Gemeenskapsdienste:

Tel:

E-pos:

MIKE MGAJO

023 626 8303

mmgajo@langeberg.gov.za

4.2 Funksies

Die munisipaliteit het wetgewende en uitvoerende gesag ten opsigte van die bevoegdhede en funksies soos aan hom verleen ingevolge die Grondwet van die Republiek van Suid-Afrika Wet No. 108 van 1996 en ander toepaslike wetgewing. Die munisipale funksies en bevoegdhede word in Hoofstuk 3 van die Wet op Munisipale Stelsels voorgeskryf. Die kernfunksies en bevoegdhede van die Munisipaliteit sluit die volgende in:

- Munisipale Begraafplase
- Kliëntediens
- Gemeenskapsfasiliteite (Sportvelde, Sale, Swembaddens)
- Korporatiewe Dienste
- Elektrisiteit
- Behuising
- Besproeiingsdienste
- Wetstoepassing
- Plaaslike Ekonomiese Ontwikkeling
- Toerisme
- Biblioteke
- Parke en Natuurbewaring
- Pad- en Stormwaterbestuur
- Water en sanitasie
- Verkeersdienste
- Afvalverwydering
- Stadsbeplanning
- Bouregulasie
- Brand- en rampbestuur
- Skuldinvordering en kredietbeheer
- Geïntegreerde Ontwikkelingsbeplanning

5. BELANGRIKE KONTAKBESONDERHEDE VIR TOEGANG TOT INLIGTING VAN DIE LANGEBERG MUNISIPALITEIT

5.1. Inligtingsbeampte

Naam: **Mnr Daniël Lubbe**
Tel: **023 615 8401**
E-pos: mm@langeberg.gov.za / dlubbe@langeberg.gov.za
Faks: **023 615 1563**

5.2. Adjunk-inligtingsbeampte

Naam: **Mnr Anton Everson**
Tel: **023 615 8407**
E-pos: aeversen@langeberg.gov.za
Faks: **023 615 1563**

5.3. Toegang tot Inligting Algemene Kontakte

E-pos: admin@langeberg.gov.za

5.4. Nasionale / Hoofkantoor

Posadres: **Privaatsak X2, Ashton, 6715**

Fisiese adres: **Hoofweg 28 / 28 Main Road, Ashton 6715**

Telefoon: **023 615 8000**

E-pos: admin@langeberg.gov.za

Webwerf: www.langeberg.gov.za

6. BESKRYWING VAN ALLE REMEDIES BESIKBAAR TEN OPSIGTE VAN 'N HANDELING OF 'N VERSUIM OM OP TE TREE DEUR DIE LANGEERG MUNISIPALITEIT

Formele versoek	1. Ingevolge PAIA (Wet 20/2000) moet 'n skriftelike versoek gerig word aan die INLIGTINGSBEAMPTE wie se kontakinligting in hierdie handleiding gelys word. 2. Die versoek MOET voltooi word op VORM 2 soos voorgeskryf in Staatskoerant 45057/27 Augustus 2021 (Vorm is in die Handleiding ingesluit). 3. Die INLIGTINGSBEAMPTE sal hulp verleen met die voltooiing van die aansoekvorm en die verduideliking van die proses. 4. 'n Persoon beteken 'n natuurlike persoon of 'n regspersoon. 5. 'n Vennootskap is nie 'n persoon nie en mag nie toegang tot inligting kry nie.
Informele versoek	1. 'n Persoon wat ongeletterd is of andersins weens 'n gestremdheid nie 'n versoek om toegang tot 'n rekord kan rig nie, kan 'n mondelinge versoek rig. 2. Die Inligtingsbeamppte of die Adjunk-inligtingsbeamppte moet die versoeker bystaan om die versoek skriftelik op die vereiste vorm te plaas en 'n afskrif van

	die skriftelike versoek aan die versoeker te verskaf. 3. Die Inligtingsbeampte of die Adjunk-inligtingsbeampte moet ook 'n persoon bystaan wat redelike hulp gratis benodig.
Taal	1. Die taal waarin die versoeker die rekord wil bekom, moet deur die versoeker vermeld word. 2. As die rekord nie beskikbaar is in die taal wat die versoeker verkies nie, kan toegang verleen word in die taal waarin die rekord beskikbaar is.
Aansoek	Die aansoek moet genoeg inligting verskaf om die Inligtingsbeampte in staat te stel om: 1. die rekords wat aangevra is, insluitend 'n beskrywing van die rekord, 'n verwysingsnommer en enige verdere besonderhede op die rekord; en 2. die versoeker, insluitend alle kontakinligting
Vorm van toegang	Die inligting moet ook die Inligtingsbeampte in staat stel om die vorm van toegang wat deur die versoeker vereis word, te identifiseer, byvoorbeeld: 1. of die versoeker 'n afskrif van 'n geskrewe of gedrukte rekord wil maak of die rekord wil inspekteer; 2. of die versoeker visuele beelde wil sien of kopieer, wat foto's, skyfies, video-opnames, rekenaargegenereerde beelde of sketse kan wees of om 'n transkripsie van die beelde te verkry; 3. of die versoeker na 'n klankbaan wil luister of 'n skriftelike of gedrukte transkripsie van die klankbaan wil bekom; Of 4. of die versoeker 'n gedrukte kopie van 'n rekenaar wil bekom, of 'n elektroniese of masjienleesbare vorm afgelei van die voormelde.
Gelde	1. Die aansoekvorm moet vergesel word van die voorgeskrewe soekvry lys in Bylae "C" van hierdie handleiding. 2. 'n Persoon wat inligting oor hom- of haarself soek, hoef nie die aanvanklike fooi te betaal nie, terwyl 'n versoeker anders as 'n persoonlike versoeker 'n aanvangsfooie van R100 vir 'n rekord moet betaal. 3. Alle versoekers, behalwe diegene wat vrygestel is ingevolge artikel 22 (8) (a) van die Wet op die Bevordering van Toegang tot Inligting, 2000 (Wet No. 2

	van 2000), moet die vereiste gelde betaal om 'n rekord te bekom.
Redelike tyd	Die versoeker sal die vereiste inligting ontvang, indien beskikbaar, binne 'n redelike tyd na ontvangs van die aansoekvorm en voorgeskrewe fooi.
Waar 'n rekord nie onder die beheer of in die besit van Langeberg Munisipaliteit is nie	1. Die Inligtingsbeampte kan 'n versoek oordra waar 'n rekord nie onder die beheer of in die besit van die Langeberg Munisipaliteit is nie of waar die onderwerp nouer verband hou met die funksies van 'n ander openbare liggaam of waar die rekord kommersiële inligting bevat waarin 'n ander openbare liggaam 'n groter belang het. 2. Die versoek sal so gou as redelik moontlik oorgedra word, maar in elk geval binne VEERTIEN (14) dae nadat die versoek ontvang is. 3. Die Inligtingsbeampte moet die versoeker in kennis stel van die oordrag asook die redes vir die oordrag en die tydperk waarbinne die versoek gerig moet word.
As 'n rekord nie meer beskikbaar is nie of nie gevind kan word nie	Indien inligting nie meer beskikbaar is nie of nie gevind kan word nie en alle redelike stappe gedoen is om so 'n rekord te vind, moet die Inligtingsbeampte by wyse van 'n beëdigde verklaring van bevestiging die versoeker dienooreenkomstig in kennis stel.
Indien 'n rekord nog nie beskikbaar is nie	Toegang kan uitgestel word waar 'n rekord nog nie beskikbaar is nie, en die versoeker sal dienooreenkomstig in kennis gestel word.
Indien toegang verleen word	1. Die Inligtingsbeampte moet binne 30 (DERTIG) dae besluit of die versoek toegestaan moet word. 2. Indien toegang verleen word, moet 'n kennisgewing aan die versoeker gestuur word waarin die volgende vermeld word: (a) Die toegangsfooie, indien enige, wat betaal moet word wanneer toegang verleen word. (b) Die vorm waarin toegang gegee sal word. (c) Dat die versoeker 'n interne appèl by die Langeberg Munisipaliteit kan indien of 'n aansoek by 'n hof teen die toegangsfooie wat betaal moet word of die vorm waarin toegang verleen moet word.
As toegang geweier word	Indien toegang tot die rekord nie toegestaan word nie, moet die kennisgewing deur die Inligtingsbeampte of Adjunk-inligtingsbeampte voldoende redes vir die weiering gee,

	uitgesonderd enige verwysing na die inhoud van die rekord en verklaar dat die versoeker 'n interne appèl by die munisipaliteit of 'n aansoek by 'n hof kan indien teen die weiering van die versoek en die prosedure om 'n interne appèl of aansoek in te dien. Die Raad is die Appèlowerheid.
Verlenging van tyd	- Die Inligtingsbeampte of Adjunk-inligtingsbeampte kan die tydperk van DERTIG (30) dae verleng om oor die versoek te besluit indien: - dit is vir 'n groot aantal rekords en voldoening sal onredelik inmeng met die werksaamhede van die Langeberg Munisipaliteit. - dit vereis 'n deursoeking van 'n versameling rekords in 'n kantoor wat nie in dieselfde dorp of stad as die Inligtingsbeampte geleë is nie en daar kan nie redelikerwys van die inligtingsbeampte verwag word om die versoek binne die aanvanklike DERTIG (30) dae te voltooi nie; - konsultasies met ander departemente van die Langeberg Munisipaliteit of met 'n ander openbare liggaam is nodig of wenslik en daar kan nie redelikerwys van die Inligtingsbeampte verwag word om die konsultasies binne die aanvanklike DERTIG (30) dae te voltooi nie; Of - die versoeker stem skriftelik toe tot die uitbreiding. - Indien 'n tydperk verleng word, moet die Inligtingsbeampte binne DERTIG (30) dae nadat die versoek ontvang is, die versoeker in kennis stel van die verlenging en die redes daarvoor. - Die kennisgewing moet die tydperk van verlenging asook voldoende redes vir die verlenging vermeld. - Die kennisgewing moet ook vermeld dat die versoeker 'n aansoek by 'n hof kan indien teen die verlenging en die prosedure (insluitend die tydperk) vir die indiening van die aansoek.
Hoe om toegang tot die Handleiding te verkry	'n Afskrif van hierdie handleiding is beskikbaar in die drie (3) amptelike tale van die Wes-Kaap Provinsie. - Lede van die publiek kan die handleiding gedurende normale werksure by die genoemde kontakpunte inspekteer. - Die handleiding kan ook verkry word by die indiening van 'n versoek aan die

	4. Inligtingsbeampte of vanaf die webwerf van die Langeberg Munisipaliteit (www.langeberg.gov.za) Alle versoeke om toegang tot inligting moet deur die Inligtingsbeampte gaan na aanleiding van die kontakpunte wat in hierdie handleiding verskaf word.
--	--

7. GIDS OOR HOE OM PAIA TE GEBRUIK EN HOE OM TOEGANG TOT DIE GIDS TE VERKRY

7.1. Die Reguleerder het ingevolge artikel 10(1) van PAIA die hersiene Gids oor hoe om PAIA ("Gids"), in 'n maklik verstaanbare vorm en wyse te gebruik, bygewerk en beskikbaar gestel, soos redelikerwys vereis kan word deur 'n persoon wat enige reg beoog in PAIA en POPIA wil uitoefen.

7.2. Die Gids is beskikbaar in elk van die 3 amptelike tale.

7.3. Die voorgenoemde Gids bevat die beskrywing van-

- 7.3.1. die voorwerpe van PAIA en POPIA;
- 7.3.2. die pos- en straatadres, telefoon- en faksnommer en, indien beskikbaar, elektroniese posadres van-
 - 7.3.2.1. die Inligtingsbeampte van elke openbare liggaam, en
 - 7.3.2.2. elke Adjunk-inligtingsbeampte van elke openbare en private liggaam aangewys ingevolge artikel 17(1) van PAIA¹ en artikel 56 van POPIA;²
- 7.3.3. die wyse en vorm van 'n versoek om-
 - 7.3.3.1. toegang tot 'n rekord van 'n openbare liggaam beoog in artikel 11³; En
 - 7.3.3.2. toegang tot 'n rekord van 'n privaat liggaam beoog in artikel 50⁴;

¹ Artikel 17(1) van PAIA- Vir die doeleindes van PAIA moet elke openbare liggaam, behoudens wetgewing wat die indiensneming van personeel van die betrokke openbare liggaam beheer, sodanige aantal persone as adjunk-inligtingsbeamptes aanwys as wat nodig is om die openbare liggaam so toeganklik as redelik moontlik vir versoeke van sy rekords te maak.

² Artikel 56(a) van POPIA- Elke openbare en private liggaam moet, op die wyse voorgeskryf in artikel 17 van die Wet op die Bevordering van Toegang tot Inligting, voorsiening maak vir die aanwysing van so 'n aantal persone, indien enige, as adjunk-inligtingsbeamptes as wat nodig is om die pligte en verantwoordelikhede uit te voer soos uiteengesit in artikel 55(1) van POPIA.

³ Artikel 11(1) van PAIA- 'n Versoeker moet toegang kry tot 'n rekord van 'n openbare liggaam indien daardie versoeker aan al die prosedurele vereistes in PAIA voldoen met betrekking tot 'n versoek om toegang tot daardie rekord; en toegang tot daardie rekord word nie geweier in terme van enige grond vir weiering beoog in Hoofstuk 4 van hierdie Deel nie.

⁴ Artikel 50(1) van PAIA- 'n Versoeker moet toegang kry tot enige rekord van 'n privaat liggaam indien-
a) daardie rekord benodig word vir die uitoefening of beskerming van enige regte;

- 7.3.4. die hulp beskikbaar by die Inligtingsbeampte van 'n openbare liggaam in terme van PAIA en POPIA.
- 7.3.5. die hulp beskikbaar by die Reguleerder in terme van PAIA en POPIA.
- 7.3.6. alle regsremedies beskikbaar met betrekking tot 'n handeling of versuim om op te tree ten opsigte van 'n reg of plig wat deur PAIA en POPIA verleen of opgelê is, met inbegrip van die wyse waarop verblyf-
 - 7.3.6.1. 'n interne appèl;
 - 7.3.6.2. 'n klag by die Reguleerder; en
 - 7.3.6.3. 'n aansoek by 'n hof teen 'n beslissing deur die inligtingsbeampte van 'n openbare liggaam, 'n besluit oor interne appèl of 'n beslissing deur die Reguleerder of 'n beslissing van die hoof van 'n privaat liggaam;
- 7.3.7. die bepalinge van artikels 14⁵ en 51⁶ wat vereis dat 'n openbareliggaam en privaatliggaam onderskeidelik 'n handleiding moet saamstel en hoe om toegang tot 'n handleiding te verkry;
- 7.3.8. die bepalinge van artikels 15⁷ en 52⁸ wat voorsiening maak vir die vrywillige openbaarmaking van kategorieë rekords deur onderskeidelik 'n openbare-liggaam en privaatliggaam;
- 7.3.9. die kennisgewings wat ingevolge artikels 22⁹ en 54 uitgereik ¹⁰ is met betrekking tot gelde wat betaal moet word met betrekking tot versoeke om toegang; en
- 7.3.10. Die regulasies wat ingevolge artikel 92 gemaak is¹¹.

b) daardie persoon voldoen aan die prosedurele vereistes in PAIA met betrekking tot 'n versoek om toegang tot daardie rekord; En

c) toegang tot daardie rekord word nie geweier in terme van enige grond vir weiering beoog in Hoofstuk 4 van hierdie Deel nie.

⁵ Artikel 14(1) van PAIA- Die inligtingsbeampte van 'n openbare liggaam moet in minstens drie amptelike tale 'n handleiding beskikbaar stel wat inligting bevat wat in paragraaf 4 hierbo gelys word.

⁶ Artikel 51(1) van PAIA- Die hoof van 'n privaat liggaam moet 'n handleiding beskikbaar stel wat die beskrywing van die inligting in paragraaf 4 hierbo bevat.

⁷ Artikel 15(1) van PAIA- Die inligtingsbeampte van 'n openbare liggaam moet op die voorgeskrewe wyse 'n beskrywing van die kategorieë rekords van die openbare liggaam beskikbaar stel wat outomaties beskikbaar is sonder dat 'n persoon toegang hoef te versoek

⁸ Artikel 52(1) van PAIA- Die hoof van 'n privaat liggaam kan op 'n vrywillige basis 'n beskrywing van die kategorieë rekords van die privaat liggaam wat outomaties beskikbaar is, op die voorgeskrewe wyse beskikbaar stel sonder dat 'n persoon toegang hoef te versoek

⁹ Artikel 22(1) van PAIA- Die inligtingsbeampte van 'n openbare liggaam aan wie 'n versoek om toegang gerig word, moet by kennisgewing vereis dat die versoeker die voorgeskrewe versoekfooi (indien enige) betaal voordat die versoek verder verwerk word.

¹⁰ Artikel 54(1) van PAIA- Die hoof van 'n privaat liggaam aan wie 'n versoek om toegang gerig word, moet per kennisgewing vereis dat die versoeker die voorgeskrewe versoekfooi (indien enige) betaal voordat die versoek verder verwerk word.

¹¹ Artikel 92(1) van PAIA bepaal dat –“Die Minister kan by kennisgewing in die Staatskoerant regulasies maak ten opsigte van–
(a) enige aangeleentheid wat deur hierdie Wet vereis of toegelaat word om voorgeskryf te word;

7.4. Lede van die publiek kan gedurende normale werksure die Gids inspekteer of afskrifte maak van die kantore van die openbare of private liggame, insluitend die kantoor van die Reguleerder.

7.5. Die Gids kan ook verkry word-

- 7.5.1. op versoek aan die Inligtingsbeampte of hoof van die privaat liggaam, met behulp van Vorm 1 beskikbaar by <https://info regulator.org.za/paia-forms/>;
- 7.5.2. op versoek aan die Inligtingsreguleerder, deur Vorm 1 ('n versoek om 'n afskrif van die Gids) te stuur aan- PAIACompliance@infoRegulator.org.za; en
- 7.5.3. vanaf die webwerf van die Reguleerder (<https://info regulator.org.za/paia-guidelines/>).

8. BESKRYWING VAN DIE ONDERWERPE WAAROP DIE LIGGAAM REKORDS EN KATEGORIEË REKORDS HOU WAT DEUR DIE LANGEERG MUNISIPALITEIT GEHOU WORD

Langeberg Munisipaliteit hou die volgende rekords:

Onderwerpe waarop die liggaam rekords hou	Kategorieë rekords wat oor elke onderwerp gehou word
Wetgewing	Parlementêre wetgewing en regulasies Provinsiale wetgewing en regulasies Verordeninge en Regulasies van die Raad
Strategiese dokumente, planne, voorstelle	Jaarverslae, Strategiese Plan, Jaarlikse Prestasieplan.
Organisasie en beheer	Delegasies van bevoegdhede, bestuursvergaderings Rekordbeheer, Liaseerstelsel, wegdoening van Rekords, Geïntegreerde Ontwikkelingsbeplanning, Sektorale Planne, Prestasiebestuurstelsel, Departemente
Eie Raad en Raad aangeleenthede	Verkiesings, Vergaderings, Staande Ordes, Lede se sake.
Personeel (Menslike Hulpbronne) en Arbeidsverhoudinge	Posbeheer, Bepaling van Diensvoorwaardes, Vakatures en Aanstellings, Opleiding en Kwalifikasies, Finansiële, Aftrede, Arbeidsverhoudinge, Personeelbeheer, Prestasiebestuur, Personeelopgawes en Statistieke, Beroepsgesondheid en Veiligheidsvaardigheidsontwikkeling, Diensbillikheid

(b) enige aangeleentheid met betrekking tot die gelde beoog in artikels 22 en 54;

(c) enige kennisgewing wat deur hierdie Wet vereis word;

(d) eenvormige kriteria wat deur die inligtingsbeampte van 'n openbare liggaam toegepas moet word wanneer besluit word watter kategorieë rekords ingevolge artikel 15 beskikbaar gestel moet word; En

(e) enige administratiewe of prosedurele aangeleentheid wat nodig is om uitvoering te gee aan die bepalings van hierdie Wet."

Finansiële	Begroting, waardasies, tariewe en heffings, lenings, tariewe / dienstekoste, subsidies en toelaes ontvang, fondse en heffings Beleggings, eise, vereffening van rekeninge, vergoeding van raadslede, invordering van geld, versekering, finansiële hulp, bankdienste, opbrengste, verslae en statistieke
Binnelandse voorrade, dienste en vervoer	Binnelandse voorrade, huishoudelike dienste, vervoer
Gebou en terreine	Geboue en terreine, verkrygings, benutting en instandhouding vervreemding
Tenders, kwotasies en kontrakte	Hooflêers, spesifieke tenders en kwotasies, spesifieke kontrakte
Advertensies en inligting	Eie advertensies en inligting Advertering en inligting van ander instellings
Feestelike en sosiale geleenthede	Sosiale verhoudings, ander onthale en funksies Erkennings, gelukwense en meegevoel
Samestelling en vergaderings van Verenigings en ander liggame	Agendas, notules, verslae en omsendbriewe Nasionaal en Provinsiaal, Streeks- en Plaaslik
Regspleging	Regsmenings en hofuitsprake, eise Vervolgings en wetstoepassing
Lisensies, sertifikate en permitte	Aansoeke en uitreiking, lisensies, sertifikate, permitte
Streekbeplanning en -beheer	Afbakening, Streekbeplanning, Boubeheer
Noodsaaklike Dienste	Paaie en strate, openbare vervoer, water, riolering, sanitasie, elektrisiteit, begraafplase, vaste afval
Gemeenskapsdienste	Behuising, rampbestuur, brandweerdienste, polisiëring, plaaslike ekonomiese ontwikkeling, natuur- en omgewingsbewaring, sport en ontspanning, welsyn en maatskaplike dienste

9. DIE JONGSTE KENNISGEWING RAKENDE KATEGORIEË REKORDS VAN DIE LANGEBOERG MUNISIPALITEIT WAT BESKIKBAAR IS SONDER DAT 'N PERSOON TOEGANG HOEF TE VERSOEK

Die inligtingsbeampte het 'n kennisgewing saamgestel rakende kategorieë rekords van die liggaam wat beskikbaar is sonder dat 'n persoon toegang hoef te versoek deur Vorm 2 in te vul. Vir inspeksie, by die hoofkantoor van Langeberg Munisipaliteit gedurende normale kantoorure.

Sodanige kennisgewing kan verkry word, by die hoofkantoor of op die volgende webwerf: www.langeberg.gov.za.

Al die dokumente wat gelys word, is outomaties beskikbaar sonder dat 'n persoon formeel toegang ingevolge artikel 15(2) van PAIA hoef te versoek. **SIEN BYLAE D**

10. DIENSTE BESKIKBAAR VIR LEDE VAN DIE PUBLIEK VAN DIE LANGEBERG MUNISIPALITEIT EN HOE OM TOEGANG TOT DAARDIE DIENSTE TE VERKRY

VERANTWOORDELIKHEDE

Alle munisipale werknemers het 'n verantwoordelikheid om te verseker dat die persoonlike inligting van die betrokkenes versamel, gestoor en toepaslik hanteer word om die vertroulikheid, integriteit en beskikbaarheid daarvan te verseker.

Elke inligting-eindgebruiker, inligtingseienaar, munisipale afdeling wat persoonlike inligting hanteer, moet verseker dat dit in ooreenstemming met hierdie handleiding en die privaatheidsbeginsels hanteer en verwerk word.

Volg sleutelposisies en hul verantwoordelikhedsareas:

- (a) Die **Inligtingsbeampte** (Munisipale Bestuurder) is uiteindelik verantwoordelik om te verseker dat die organisasie sy wetlike verpligtinge nakom.
- (b) Die **Adjunk-inligtingsbeampte** is verantwoordelik vir:
 - Die aanmoediging van voldoening, deur alle direktorate, aan die voorwaardes vir die wettige verwerking van persoonlike inligting.
 - Die hantering van versoeke wat ingevolge hierdie Wet aan die munisipaliteit gerig is.
 - Werk saam met die Reguleerder met betrekking tot ondersoeke wat ingevolge Hoofstuk 6 gedoen is.
 - Andersins om nakoming van die bepalings van die Wet of andersins te verseker soos voorgeskryf ingevolge die Wet.
 - Hou die inligtingsbeampte op hoogte van inligtingsbates en verantwoordelikhede vir die beskerming van persoonlike inligting, risiko's en verwante kwessies.
 - Hersiening van alle prosedures vir die beskerming van persoonlike inligting en verwante beleide, in ooreenstemming met 'n ooreengekome skedule.
 - Reël opleiding en advies vir die beskerming van persoonlike inligting vir die mense wat deur hierdie handleiding gedek word.

(c) **Direkteure** is verantwoordelik vir:

- Die aanmoediging van nakoming, deur die Direktoraat onder sy / haar verantwoordelikheid, met die voorwaardes vir die wettige verwerking van persoonlike inligting.
- Hantering van versoeke ontvang van die Inligting- of Adjunk Inligtingsbeampte met betrekking tot die direktoraat onder sy / haar verantwoordelikheid, ingevolge hierdie Wet.
- Werk saam met die Reguleerder met betrekking tot ondersoeke wat ingevolge Hoofstuk 6 gedoen is, met betrekking tot die direktoraat onder sy / haar beheer.
- Andersins om te verseker dat die betrokke direktoraat aan die bepalings van die Wet voldoen.

(d) Die **Bestuurder: Inligting Tegnologie** is verantwoordelik vir:

- Om te verseker dat alle IT-bates wat gebruik word vir die verwerking van persoonlike inligting aan bekwame sekuriteitstandaarde voldoen.
- Voer gereelde kontroles en skanderings uit om te verseker dat sekuriteitshardware en -sagteware optimaal funksioneer.
- Om enige derdepartydienste te evalueer, oorweeg die organisasie om persoonlike inligting te verwerk. Byvoorbeeld, wolkrekenardienste.

(e) Die **Inligtingseienaar / Departementele Bestuurder** is verantwoordelik vir:

- Klassifisering van persoonlike inligting in ooreenstemming met die POPI-wet en PAIA (No. 2 van 2000) en regulasies.
- Die handhawing van interne prosedures om die effektiewe hantering en sekuriteit van persoonlike inligting te ondersteun.
- Hersiening van alle prosedures vir die beskerming van persoonlike inligting en verwante beleide, in ooreenstemming met 'n ooreengekome skedule, en maak aanbevelings aan die inligtingsbeampte / diensinligtingsbeampte waar van toepassing.
- Om te verseker dat alle werknemers, konsultante en ander wat aan die inligtingsbeampte / adjunk-inligtingsbeampte rapporteer, bewus gemaak word van en opdrag gegee word om aan hierdie en alle ander relevante beleide te voldoen.

(f) Die **Bestuurder: GOP, Prestasiebestuur en Kommunikasie** is verantwoordelik vir:

- Voorbereiding van enige persoonlike inligtingbeskermingsverklaring aangeheg aan kommunikasie soos e-posse en briewe vir goedkeuring deur die Inligting / Adjunk-inligtingsbeampte
- Die aanspreek van enige navrae oor die beskerming van persoonlike inligting van joernaliste of media.
- Waar nodig, werk saam met ander sake-eenhede om te verseker dat alle kommunikasie-inisiatiewe voldoen aan die privaatheidsbeskermingsbeginsels.

11. OPENBARE BETROKKENHEID BY DIE FORMULERING VAN BELEID OF DIE UITOEFENING VAN BEVOEGDHEDE OF UITVOERING VAN PLIGTE DEUR LANGEBERG MUNISIPALITEIT

11.1. LYS VAN PERSOONLIKE INLIGTING

Die munisipaliteit samel persoonlike inligting in om verskeie redes om sy mandaat as staatsinstelling ingevolge die Grondwet van die Republiek van Suid-Afrika na te kom. Die inwoners wat noodsaaklike en ander dienste van die munisipaliteit verwag, is verplig om hul persoonlike inligting met die munisipaliteit te deel aangesien die weerhouding en/of weiering van persoonlike inligting 'n impak kan hê op die munisipaliteit se vermoë om effektiewe en voldoende dienste te lewer.

Werknemers is ook verplig om hul persoonlike inligting met die munisipaliteit te deel aangesien dit nodig is vir menslikehulpbronbestuur.

Afhangende van die aard van die dienste wat benodig word, sluit die verhouding tussen die individu en die munisipaliteit en die redes waarom sekere inligting benodig word, persoonlike inligting wat verkry kan word, in maar is nie beperk tot:

- Voorname en vanne
- Identifikasie of paspoortnommer
- Demografiese inligting soos ouderdom, geslag, fisiese en posadres
- Kwalifikasies
- Kontakbesonderhede
- Vergoedingsbesonderhede
- Biometriese en geografiese inligting
- Indiensneming inligting
- Eienaarskap of huurinligting
- Voertuigbesonderhede d.w.s. voertuignommerplaat
- Mediese inligting
- Verklaring van belange
- Naasbestaandes-inligting; en
- Bieërs se inligting, ens.

11.2. OPENBARE DEELNAME

Openbare- en gemeenskapsdeelname word in Hoofstuk 4 van die Stelselwet/2000 beskryf. Die Langeberg-munisipaliteit het 'n Burgemeesters Uitvoerende Stelsel met 'n wyksdeelnemende stelsel om die Burgemeesterskomitee by te staan. Elkeen van die 12 wyke het 'n wyksraadslid en 10 wykskomitee-lede. Dit is een van die uitbreidings van openbare deelname. Ander maniere van kommunikasie aan die publiek sluit in nuusbriewe, kennisgewings op die webwerf, inligting in die plaaslike koerante en sosiale media. Alle Raadsvergaderings word op die webwerf geadverteer en is oop vir die publiek (Art 19 van Stelselwet).

11.3. OPENBARE DEELNAME EN DIENSLEWERINGSKOMMUNIKASIE

Die betrokke kan kies of kommunikasie van die munisipaliteit oor dienslewering en openbare deelname via enige beskikbare kommunikasieplatforms, d.w.s. e-pos of SMS, ontvang wil word al dan nie. Selfs wanneer daar hiertoe ingestem word, kan die betrokke te eniger tyd weier om sodanige kennisgewings te ontvang deur die inligting of adjunk-inligtingsbeampies in kennis te stel.

Die munisipaliteit sal nie persoonlike inligting aan onverbonde derde partye beskikbaar stel vir direkte bemarkingsdoeleindes of persoonlike inligting kommersieel aan enige derde party verkoop, verhuur, versprei of andersins beskikbaar stel nie.

11.4. MUNISIPALE WEBWERF (Art 21B Wet op Plaaslike Regering: Wet op Munisipale Stelsels No. 32 van 2000)

- Deur die munisipaliteit se webwerf te gebruik, word die gebruiker geag die bepalings en voorwaardes te aanvaar soos op die webwerf gespesifiseer. U het toegang tot ander webwerwe via skakels vanaf die webwerf. Hierdie terreine word nie deur die munisipaliteit gemonitor, onderhou of beheer nie en daarom is ons op geen manier verantwoordelik vir enige van die inhoud daarvan nie. Die munisipaliteit se webwerf bevat verskeie skakels na ander derdeparty-webwerwe.
- Die munisipaliteit is nie verantwoordelik vir enige derdeparty-inhoud of privaatheidstellings nie. Die gebruik van sulke webwerwe en toepassings is dus onderhewig aan die relevante derdeparty-handleidingsverklarings.
- Die Langeberg Munisipale webwerf respekteer enige gebruiker se privaatheid. Sommige anonieme inligting oor die gebruiker word outomaties deur die webwerf versamel. Hierdie inligting kan insluit: die gebruiker se blaaiertipe, toegangstye, verwysende webwerfadresse en bekykte bladsye. Hierdie inligting word ingesamel om algemene totale statistieke oor die gebruik van die munisipale webwerf te genereer en word gebruik om dienslewering te verbeter.
- Die webwerf gebruik ook 'n "koekie" om die gebruikers se taalvoorkeur te stoor. 'N "Koekie" is 'n tekslêer wat deur 'n webbladbediener op die gebruiker se hardeskyf geplaas word. "Koekies" kan nie gebruik word om programme uit te voer of virusse op die gebruiker se rekenaar af te lewer nie. "Koekies" word uniek aan die gebruiker toegeken en kan slegs deur 'n webbediener gelees word in die domein wat die "koekie" aan die gebruiker uitgereik het.
- Die gebruiker kan aanvaar of weier "Koekies". Die meeste webblaaiers aanvaar outomaties "Koekies", maar die gebruiker kan gewoonlik die blaaierinstellings verander om te weier "Koekies". As die gebruiker kies om "koekies" te weier, sal die gebruiker se taalkeuse nie outomaties gekies word elke keer as die gebruiker na die webwerf terugkeer nie. Geen ander nie "Koekies" behalwe die taalkoekie word deur die munisipaliteit se webwerf gebruik.
- Geen ander inligting word deur die munisipaliteit se webwerf versamel sonder die gebruiker se medewete nie. Die munisipaliteit sal geen individuele gebruikersbesonderhede deurgee wat moontlik verkry is, outomaties of sonder die gebruiker se medewete nie, tensy die gebruiker vooraf toestemming gee. Die munisipaliteit deel slegs anonieme totale statistieke oor gebruikers en verkeerspatrone.
- Die munisipaliteit is nie verantwoordelik vir enige sekuriteitsbreuk of vir die optrede van derde partye nie.

12. VERWERKING VAN PERSOONLIKE INLIGTING

12.1. Doel van verwerking

Versameling van persoonlike inligting

Die organisasie samel inligting in om sy diensleweringsmandaat te ondersteun. Persoonlike inligting word direk van datavakke versamel waar prakties en altyd in ooreenstemming met PAIA. Die tipes inligting en die doeleindes waarvoor persoonlike inligting ingesamel word, word uiteengesit in die organisasie se kennisgewing, **en kan die volgende insluit:**

- a) Aansoeke vorms
- b) Tender en kontrakte
- c) Webwerwe
- d) Deur middel van toesigkameras (met gesigsherkenningstegnologie)
- e) Deur derdeparty-diensverskaffers
- f) Sosiale media platforms
- g) Reageer op vraeys
- h) Opnames
- i) Dorpsbeplanning Voldoening
- j) Boubeheer
- k) Telekommunikasie.

Redes vir die behoud van persoonlike inligting

Die munisipaliteit kan persoonlike inligting versamel en verwerk om die volgende redes:

- Indiensneming en vergoeding en ander behoeftes van menslike hulpbronne
- Prosesvoordele d.w.s. mediese fonds en pensioen
- Oorweging van bod in terme van tenders en kwotasies;
- Sluiting van ooreenkomste en kontrakte;
- Kommunikasie; die stuur en deel van belangrike inligting;
- Registreer dienste;
- Instandhouding van databasis vir noodsaaklike dienste, behoeftige ondersteuning behuising.
- Reageer op navrae; klagtes en versoeke;
- Gemeenskapskonsultasie en terugvoer;
- Om die behoeftes en prioriteite aan te spreek
- Begrip van die behoeftes en prioriteite van die gemeenskap en ander belanghebbendes;
- Sekuriteit agtergrond kontroles (keuring)
- Lewering van rekeninge
- Skuld herstel
- Verslae aan die raad vir slegte skuld
- Bekendmaking
- Ouditverslae

12.2. Beskrywing van die kategorieë datasubjekte en van die inligting of kategorieë inligting wat daarmee verband hou

Langeberg Munisipaliteit verwerk en kategorieë datasubjekte ten opsigte van wie persoonlike inligting en die aard of kategorieë van die persoonlike inligting verwerk word.

Kategorieë datasubjekte	Persoonlike inligting wat verwerk kan word
Natuurlike Persone	Name en van; kontakbesonderhede (kontaknommer(s), faksnommer, e-posadres); Residensiële, pos- of besigheidsadres; Unieke

Kategorieë datasubjekte	Persoonlike inligting wat verwerk kan word
	identifiseerder/identiteitsnommer en vertroulike korrespondensie
Regspersone	Name van kontakpersone; Naam van regspersoon; fisiese en posadres; kontakbesonderhede (kontaknommer(s), faksnommer, e-posadres); registrasienommer; finansiële, kommersiële, wetenskaplike of tegniese inligting en handelsgeheime
Werknemers	Geslag, swangerskap; huwelikstatus; Ras, ouderdom, taal, opvoedkundige inligting (kwalifikasies); finansiële inligting; indiensnemingsgeskiedenis; ID-nommer; fisiese en posadres; kontakbesonderhede (kontaknommer(s), faksnommer, e-posadres); kriminele gedrag; welstand en hul familieledede (familieledede) ras, medies, geslag, geslag, nasionaliteit, etniese of sosiale oorsprong, seksuele oriëntasie, ouderdom, fisiese of geestelike gesondheid, welstand, gestremdheid, godsdiens, gewete, geloof, kultuur, taal, biometriese inligting van die persoon

12.3. Die ontvangers of kategorieë ontvangers aan wie die persoonlike inligting verskaf kan word.

DEEL PERSOONLIKE INLIGTING

As 'n beginsel sal die munisipaliteit slegs persoonlike inligting deel indien die munisipaliteit toestemming van die betrokkene verkry het. Persoonlike inligting kan met die aangeduide belanghebbendes gedeel word en op die wyse, soos volg:

- SARS
- Mediese fondse, pensioenfondse
- Finansiële instellings vir vergoedingsdoeleindes
- Finansiële instellings vir betalings
- Sakevennote, verkopers of kontrakteurs om gevraagde dienste te lewer of transaksies te vergemaklik.
- In reaksie op 'n versoek om inligting deur 'n wettige owerheid in ooreenstemming met, of vereis word deur enige toepaslike wet, regulasie of regsproses
- Waar nodig om te voldoen aan geregtelike verrigtinge, hofbevele.
- Om die regte, eiendom of veiligheid van die munisipaliteit of ander te beskerm, of soos andersins deur 'n toepaslike wet vereis; en
- Waar skriftelike toestemming van die betrokkene vervat is vir deel.

Kategorie inligting	persoonlike	Ontvangers of kategorieë ontvangers
Identiteitsnommer en name, vir kriminele kontroles		Suid-Afrikaanse Polisie, enige Regeringsentiteit, SAID,
Kwalifikasies, vir kwalifikasieverifikasies		Suid-Afrikaanse Kwalifikasie-owerheid
Krediet- en betalingsgeskiedenis, vir kredietinligting		Kredietburo's

12.4. Beplande oorgrensvloei van persoonlike inligting

Persoonlike inligting kan oorgrens aan Langeberg Munisipaliteit se verskaffers in ander lande oorgedra word, en persoonlike inligting kan gestoor word in databediensers wat buite Suid-Afrika aangebied word, wat moontlik nie voldoende beskermingswette het nie. Die Langeberg Munisipaliteit sal poog om te verseker dat sy handelaars en verskaffers alle redelike pogings sal aanwend om genoemde data en persoonlike inligting te bekom.

12.5. Algemene beskrywing van inligtingsekuriteitsmaatreëls wat deur die verantwoordelike party geïmplementeer moet word om die vertroulikheid, integriteit en beskikbaarheid van die inligting te verseker.

BERGING VAN PERSOONLIKE INLIGTING

Hierdie reëls beskryf hoe en waar persoonlike inligting veilig gestoor moet word. Vrae oor die veilige stoor van persoonlike inligting kan aan die Rekordsbestuurder, Bestuurder: Administratiewe Ondersteuningsdienste, gerig word.

1. Wanneer persoonlike inligting **op papier gestoor** word, moet dit op 'n veilige plek gehou word waar ongemagtigde mense dit nie kan sien nie.

Hierdie riglyne is ook van toepassing op persoonlike inligting wat gewoonlik elektronies gestoor word, maar om een of ander rede uitgedruk is:

- (a) As dit nie nodig is nie, moet die papier of lêers in 'n geslote laai gehou word of liaseerkabinet.
 - (b) Waar die inligting geklassifiseer word as GEHEIME toegang tot die omgewing moet beperk en aangeteken word.
 - (c) Werknemers moet seker maak dat papier en drukstukke nie gelaat word waar ongemagtigde mense hul kan sien, soos op 'n drukker of fotostaatmasjien..
 - (d) Drukstukke wat persoonlike inligting bevat, moet versnipper word onmiddellik en veilig wanneer dit nie meer nodig is nie.
2. Wanneer persoonlike inligting **elektronies gestoor word**, moet dit beskerm word teen ongemagtigde toegang, toevallige verwydering en kwaadwillige inbraakpogings:

- (a) Alle elektroniese berging vereis toegangsbeheer gelyk aan dié in produksie en lêerbeskermingsmeganismes soos enkripsie moet gebruik word.
- (b) Alle elektroniese toegang moet aangeteken word.
- (c) Stoor persoonlike inligting op enige ander fisiese toestelle, insluitend maar nie beperk tot USB-aandrywers (geheuestokkies), eksterne hardeskyf, CD of DVD moet vooraf goedgekeur word deur die Bestuurder: IT
- (d) As persoonlike inligting op verwyderbare media gestoor word (soos 'n geheuestokkie, eksterne hardeskyf, CD of DVD), moet die lêers geïnkripteer word, met 'n wagwoord beskerm word en die media moet veilig toegesluit word wanneer dit nie gebruik word nie.
- (e) USB-aandrywers (geheuestokkies) wat as 'n promosie-item gevind of uitgedeel is, moet nie by enige rekenaar ingeplug word nie, aangesien hierdie toestelle verborge wanware of virusse kan bevat.
- (f) Alle verlore of gesteelde toestelle (insluitend verwyderbare media) moet onmiddellik by die lynbestuurder, Bestuurder: IT en Bestuurder: Menslike Hulpbronne aangemeld word.
- (g) Dienste wat persoonlike inligting bevat, moet op 'n veilige plek geleë wees, weg van algemene kantoorruimte.
- (h) Elektroniese lêers wat persoonlike inligting bevat, moet gereeld gerugsteun word. Dié rugsteun moet gereeld getoets word in ooreenstemming met die organisasie se standaard rugsteunprosedures.
- (i) Alle bedieners, rekenaars en ander elektroniese toestelle wat persoonlike inligting bevat, moet beskerm word deur goedgekeurde sekuriteitsagteware en “firewalls”.

AKKURAATHEID VAN DATA

Die wet vereis dat die organisasie redelike stappe moet doen om te verseker dat persoonlike inligting akkuraat en op datum gehou word. Hoe belangriker dit is dat persoonlike inligting akkuraat is, hoe groter is die moeite wat die sake-eenheid moet doen om die akkuraatheid daarvan te verseker.

Dit is die verantwoordelikheid van alle werknemers wat met persoonlike inligting werk om redelike stappe te doen om te verseker dat dit so akkuraat en op datum as moontlik gehou word.

- (a) Elektroniese lêers wat persoonlike inligting bevat, sal op so **min plekke gehou word as wat nodig is**.
Personeel moet nie onnodige bykomende datastelle skep nie.
- (b) Personeel moet **elke geleentheid gebruik om te verseker dat persoonlike inligting opgedateer word**. Byvoorbeeld, deur 'n kliënt se besonderhede te bevestig wanneer hulle bel.
- (c) Die organisasie sal dit **vir die betrokkenes maklik maak om hul persoonlike inligting wat** die organisasie oor hulle het, by te werk. Byvoorbeeld, via sy webwerf.
- (d) Persoonlike inligting moet opgedateer word **namate onakkuraathede ontdek word**. Byvoorbeeld, as 'n kliënt nie meer op hul gestoorde telefoonnommer bereik kan word nie, moet dit uit die databasis verwyder word.

BESKIKKING

Werkstukke en afskrifte wat ingevolge 'n algemene beskikkingsinstruksie weggedoen kan word, moet weggedoen word deur 'n veilige beskikkingshouer of versnipperaar te gebruik. Die verwydering van alle oorspronklike lêers en elektroniese lêers moet ingelig word in ooreenstemming met die organisasie se rekordbestuursbeleid.

BEVEILIGING VAN PERSOONLIKE INLIGTING

Die munisipaliteit is daartoe verbind om persoonlike inligting te beskerm teen misbruik, verlies, diefstal, ongemagtigde toegang, wysiging of openbaarmaking deur:

- die gebruik van elektroniese en fisiese verdediging; en
- Kontraktueel vereis dat derde partye aan wie persoonlike inligting bekend gemaak word, om dieselfde te doen.

Die munisipaliteit het robuuste sekuriteitskontroles en verdere oplossings om die opsporing van bedreigings in plek te stel.

13. BESKIKBAARHEID VAN DIE HANDLEIDING

13.1. Hierdie Handleiding word in die volgende drie amptelike tale beskikbaar gestel:

1. Engels
2. Afrikaans
3. Xhosa

13.2. 'n Afskrif van hierdie Handleiding of die bygewerkte weergawe daarvan is ook soos volg beskikbaar:

1. op www.langeberg.gov.za, indien enige, van die openbare liggaam;
2. by die hoofkantoor van die openbare liggaam vir openbare inspeksie gedurende normale besigheidsure;
3. aan enige persoon op versoek en by die betaling van 'n redelike voorgeskrewe fooi; en
4. aan die Inligtingsreguleerder op versoek.

13.3. 'n Fooi vir 'n afskrif van die Handleiding, soos beoog in bylae B van die Regulasies, sal betaalbaar wees per elke A4-grootte fotokopie wat gemaak word.

14. OPDATERING VAN DIE HANDLEIDING

Die **LANGEBERG MUNISIPALITEIT** sal, indien nodig, hierdie Handleiding jaarliks bywerk en publiseer.

Uitgereik deur

Daniël Lubbe

MUNISIPALE BESTUURDER en INLIGTINGSBEAMPTTE

(A4712)



UXWEBHU LWE-PAIA

Ilungiselelwe ngokwesiqendu 14 soMthetho wokuKhuthaza ukuFikelela kuLwazi 2 ka-2000 (njengoko ulungisiwe)

IZIQULATHO

1.	ULUHLU LWEZIMELA MAGAMA (ACRONYMS) KUNYE NEZISHUNQULELO MAGAMA.....	4
2.	INJONGO YALO MQULU WE-PAIA	5
3.	UKUSEKWA KOMASIPALA WASELANGEBERG	6
4.	ISAKHIWO SIKAMASIPALA WASELANGEBERG KUNYE NEMISEBENZI.....	6
5.	IINKCUKACHA ZOQHAGAMSHELWANO EZIPHAMBILI ZOKUFIKELELA KULWAZI LOMASIPALA WASELANGEBERG.....	10
6.	INKCAZO YAZO ZONKE IZILUNGISO EZIKHOYO NGOKUBHEKISELELE KWISENZO OKANYE UKUSILELA UKWENZA NGUMASIPALA WASELANGEBERG	11
7.	ISIKHOKELO MALUNGA NENDLELA YOKUSEBENZISA I-PAIA KUNYE NENDLELA YOKUFUMANA UKUFIKELELA KWISIKHOKELO.....	15
8.	INKCAZO YEZIHLOKO APHO UMZIMBA UBAMBE IIREKHODI KUNYE NEENDIDI ZEEREKHODI EZIGCINWE NGUMASIPALA WASELANGEBERG	17
9.	ISAZISO SAKUTSHANJE MALUNGA NEENDIDI ZEEREKHODI ZIKAMASIPALA WASELANGEBERG EZIFUMANeka NGAPHANDLE KOKUBA UMNTU ACELE UKUFIKELELA.....	19
10.	IINKONZO EZIFUMANEKAYO KUMALUNGU OLUNTU AVELA KUMASIPALA WASELANGEBERG KUNYE NENDLELA YOKUFUMANA UKUFIKELELA KWEZO NKONZO.....	19
11.	UKUBANDAKANYEKA KOLUNTU EKUQULUNQWENI KOMGAQO-NKQUBO OKANYE UKUSETYENZISWA KWAMAGUNYA OKANYE UKWENZA IMISEBENZI NGUMASIPALA WASELANGEBERG	22
12.	UKULUNGISWA KWEENKCUKACHA ZOBUQU.....	24
13.	UKUFUMANeka KWENCWADI.....	30
14.	UKUHLAZIYWA KWALO MQULU.....	Error! Bookmark not defined.

IZIHLOMELO

- **ISIHLOMELO A:** IFOM YESICELO SE-PAIA (iFom 2 - Ummiselo 7)
- **ISIHLOMELO B:** ISIBHENO SANGAPHAKATHI (iFom 4 - Ummiselo 9)
- **ISIHLOMELO C:** IMIRHUMO NGOKUBHEKISELELE KUMAQUMRHU
KARHULUMENTE NAWABUCALA
(Ummiselo 22)
- **ISIHLOMELO D:** IINDIDI ZEEREKHODI EZIFUMANEKAYO
NGAPHANDLE KOKUBA UMNTU KUFUNEKA ACELE
UKUFIKELELA (Ummiselo 15)

1. ULUHLU LWE-ACRONYMS KUNYE NE-ABREVIATIONS

- 1.1 **“DIO”** USekela-Gosa loLwazi;
- 1.2 **“IO”** IGosa loLwazi;
- 1.3 **“UMphathiswa”** UMphathiswa wezoBulungisa neeNkonzo zoLungiso;
- 1.4 **“PAIA”** Ukukhuthazwa koMthetho wokuFikelela kuLwazi No. 2 ka-2000 (njengoko Ilungisiwe;
- 1.5 **“MFMA”** UMthetho woLawulo lweMali kaMasipala No.56 ka-2003 ilungisiwe;
- 1.6 **“POPIA”** UMthetho wokuKhuselwa koLwazi loBuqu No.4 ka-2013;
- 1.7 **“Umlawuli”** Umlawuli woLwazi;
- 1.8 **“MM”** Umphathi kaMasipala;
- 1.9 **“IDP”** IsiCwangciso soPhuhliso esiHlanganisiweyo;
- 1.10 **“Iqela elinoxanduva”** Iqumrhu likarhulumente okanye labucala okanye nawuphi na omnye umntu, yedwa okanye ngokudibeneyo nabanye, imisela injongo kunye neendlela zokucwangcisa ulwazi lomntu;
- 1.11 **“UMthetho weeNkqubo zikaMasipala”** UMthetho weeNkqubo zikaMasipala uNombolo 32 ka-2000 njengoLungisiweyo;
- 1.12 **“UMthetho weZakhiwo zikaMasipala”** UMthetho weZakhiwo zikaMasipala uNombolo 117 ka-1998 njengoLungisiweyo;

2. INJONGO YALO MQULU WE-PAIA

Le Ncwadana ye-PAIA iluncedo kuluntu ukuba-

- 2.1 jonga uhlobo *lweerekhodi* ezinokuthi sele zifumaneka **kuMasipala iLangeberg** ngaphandle kwesidingo sokungenisa isicelo esisemthethweni se-PAIA;
- 2.2 banokuqonda indlela yokwenza isicelo sokufikelela *kwirekhodi* **yoMasipala iLangeberg**;
- 2.3 ukufikelela kuzo zonke iinkcukacha ziqhagamshelwano ezifanelekileyo zabantu abaya kuncedisa uluntu ngeerekhodi abazimisele ukufikelela kuzo;
- 2.4 yazi zonke izilungiso ezikhoyo ezivela **kuMasipala waseLangeberg** malunga nesicelo sokufikelela *kwiirekhodi*, ngaphambi kokusondela kuMlawuli okanye kwiiNkundla;
- 2.5 inkcazo yeenkonzo ezifumanekayo kumalungu oluntu avela **kuMasipala waseLangeberg**, nendlela yokufumana ukufikelela kwezo nkonzo;
- 2.6 inkcazo yesikhokelo malunga nendlela yokusebenzisa i-PAIA, njengoko ihlaziywa nguMlawuli kunye nendlela yokufumana ukufikelela kuyo;
- 2.7 ukuba umzimba uya kuqhuba ulwazi lomntu, injongo yokucwangcisa ulwazi lomntu kunye nenkcazo yeendidi zezifundo *zedatha* kunye nolwazi okanye iindidi zolwazi olunxulumene kuyo;
- 2.8 yazi ukuba **uMasipala waseLangeberg** ucebe ukudlulisela okanye ukulungelelanisa ulwazi lomntu ngaphandle kweRiphabhlikhi yoMzantsi Afrika kunye nabafumanayo okanye iindidi zabamkeli apho iinkcukacha zobuqu zinokunikezelwa kunye;
- 2.9 uyazi ukuba ngaba **uMasipala waseLangeberg** unamanyathelo afanelekileyo okhuseleko ukuqinisekisa imfihlo, ukuthembeka nokufumaneka kweenkcukacha zobuqu ekufuneka zilungiswe.

3. UKUSEKWA KOMASIPALA WASELangeberg

UMasipala iLangeberg liziko likarhulumente ngaphakathi kwinqanaba likarhulumente wasekuhlaleni kwaye lasekwa ngokweSaziso Akukho P.N./491 yomhla we-22 Septemba 2000, njengoko silungisiwe.

linjongo/Igunya

3.1. Uthumo

Umasipala osebenzayo nonexabiso elifanelekileyo kulawulo olulungileyo, iinkonzo ezizinzileyo, indawo ekhuselekileyo, ulawulo lwezezimali olufanelekileyo kunye nokusingqongileyo okufanelekileyo kuphuhliso loqoqosho lwendawo.

3.2. Umbono

Ukudala indawo ekhuselekileyo nesempilweni yokuhambisa iinkonzo ezisemgangathweni ezizinzileyo.

3.3. Iinjongo zoCwangciso-qhinga

1. Qinisekisa ulawulo olufanelekileyo lolawulo olulungileyo
2. Ukubonelela ngezibonelelo zeenkono ezisisiseko ezizinzileyo nezifikelekayo
3. Ukukhuthaza indawo ekhuselekileyo
4. Ukukhuthaza nokuququzelela utyalo-mali nophuhliso loqoqosho lwendawo
5. Ukubonelela ngolawulo oluzinzileyo lwezezimali

4. ISAKHIWO SIKAMASIPALA WASELANGEBERG KUNYE NEMISEBENZI

4.1. Isakhiwo

Umasipala waseLangeberg unenkqubo yesigqeba sikasodolophu edityanisiwe nenkqubo yokuthatha inxaxheba kwiwadi, njengoko kumiselwe kwicandelo 9 (d) loMthetho weZakhiwo zikaMasipala, uNombolo 117 ka-1998. Isakhiwo sikaMasipala siqulethe **isakhiwo sezopolitiko** kunye **nesakhiwo solawulo**.

Isakhiwo sezopolitiko siquka ibhunga kunye neekomiti ezahlukeneyo apho iKomiti kaSodolophu iyikomiti eyintloko. USomlomo usongamela iintlanganiso zebhunga kwaye wenza imisebenzi kwaye usebenzisa amagunya ekubhekiswa kuwo kuMthetho weZakhiwo zikaMasipala. USodolophu oLawulayo usongamela iintlanganiso zeKomiti kaSodolophu kwaye wenza imisebenzi, kuquka kunye nemisebenzi yomsitho, kunye namagunya adluliselwe liBhunga. USekela Sodolophu oLawulayo uncedisa uSodolophu oLawulayo kwaye usongamela xa uSodolophu oLawulayo engafumaneki.

IBhunga linamabhunga angama-23 apho abali-12 ngamabhunga eewadi kunye nabameli abalinganiselweyo abali-11 (PR) ooceba abamele ngokomlinganiselo amaqela akhuphisana kunyulo kumasipala ngokwesiqendu 23(1) (a) soMthetho weZakhiwo zikaMasipala.

IBhunga liquka "iKomiti zeePotifoliyo" ezintlanu ezityunjwe ngokwecandelo loMthetho weZakhiwo zikaMasipala, ezinika ingxelo kuSodolophu oLawulayo ngeKomiti kaSodolophu, ngolu hlobo lulandelayo:

A. Isakhiwo sezopolitiko:

IKomiti kaSodolophu oLawulayo:

Ald SW van Eeden (uSodolophu oLawulayo)

Ceba JG Steenkamp, Ceba JCJ Coetzee,
Ceba C Steyn, Ceba DAT Felix, Ceba RC Henn.

AMALUNGU EEKOMITI ZEPOTIFOLIYO

(Epreli 2024)

Iinkonzo Zezoshishino

Ceba C Steyn (uSihlalo)

Ceba NJ Beginzel, Ceba DB Janse, Ceba SE Rensenberg, Ceba D September

Isicwangciso-qhinga kunye noPhuhliso loLuntu

Ceba JG Steenkamp (uSihlalo)

Ceba L Kahla, Ceba A Ndongeni, Ceba MG Oostendorff-Kraukamp, Ceba Y Siegel

Iinkonzo zobunjineli

Ceba JCJ Coetzee (uSihlalo)

Ceba T Coetzee, Ceba L Gxowa, Ceba JJ Januarie, Ceba LJ Prince

Iinkonzo zoLuntu

Ceba RC Henn (uSihlalo)

Ceba M Gertse, Ceba MG Oostendorff-Kraukamp, Ceba C Pokwas, Ceba C Baartman

Iinkonzo zeMali

Ceba DAT Felix (uSihlalo)

Ceba CJ Grootboom, Ceba JS Mafilika, Ceba C Pokwas, Ceba LJ Prince

EZINYE IIKOMITI

IKomiti yoLawulo loBughetseba noMngcipheko (FARMCO)

UGqr. M van Biljon (uSihlalo)

Abalawuli: A Everson, Me C Matthys, M Shude, M Mgajo, 1 Isithuba - Iinkonzo zobunjineli

IKomiti yoPhicotho-zincwadi neNtsebenzo (A&PC)

Me K Talmakkies (uSihlalo) A Njeza, O Valley, S Maharaj

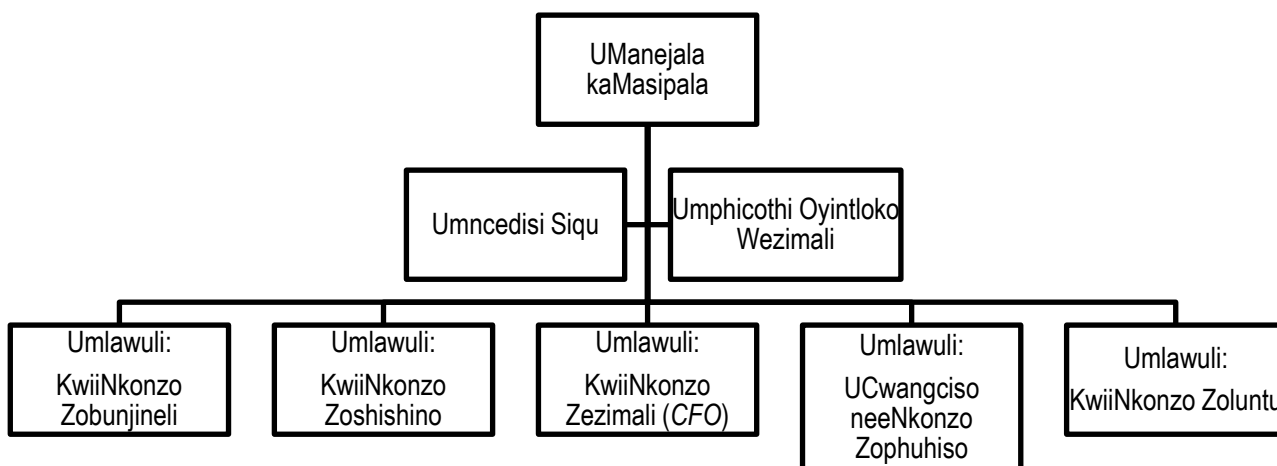
IKomiti yee-Akhawunti zikaRhulumente kaMasipala (MPAC)

Ceba D Septemba (uSihlalo) Ceba T Coetzee, Ceba DB Janse, Ceba JJ Januarie, Ceba LJ Prince

B. Ulwakhiwo loLawulo

Isakhiwo solawulo siyuka uMphathi kaMasipala otyunjwe ngokwesiqendu 54 (A) soMthetho weNkqubo zikaMasipala, njengentloko yolawulo lwebhunga likamasipala, kunye nokusekwa kwabasebenzi kula masebe alandelayo:

1. I-ofisi kaManejala kaMasipala
2. Iinkonzo zobunjineli
3. Iinkonzo Zoshishino
4. Iinkonzo zeMali
5. Isicwangciso-qhinga noPhuhliso loLuntu
6. Iinkonzo zoLuntu



Umpathi kaMasipala:

Umnxeba:
I-imeyili:

DANIËL LUBBE

023 615 8401
dlubbe@langeberg.gov.za

Umlawuli: Iinkonzo zobunjineli:

Umnxeba:
I-imeyili:

engenamntu

023 615 8348

Umlawuli: Iinkonzo yeNkampani:

Umnxeba:
I-imeyili:

ANTON EVERSON

023 615 8407
aeverson@langeberg.gov.za

Umlawuli: Iinkonzo zeMali (CFO):

Umnxeba:
I-imeyili:

MAVA SHUDE

023 615 8431
mshude@langeberg.gov.za

Umlawuli: Isicwangciso-qhinga kunye noPhuhliso loLuntu:

Umnxeba:
I-imeyili:

Me CELESTE MATTHYS

023 626 8307
cmatthys@langeberg.gov.za

Umlawuli: Iinkonzo zoLuntu:

Umnxeba:
I-imeyili:

MIKE MGAJO

023 626 8303
mmgajo@langeberg.gov.za

4.2 Imisebenzi

UMasipala unegunya lowiso-mthetho nelolawulo ngokumalunga namagunya nemisebenzi njengoko inikezelwe kuwo ngokoMgaqo-siseko woMthetho weRiphabhlikhi yoMzantsi Afrika uNombolo 108 ka-1996 neminye imithetho efanelekileyo. Imisebenzi namagunya kamasipala amiselwe kwiSahluko 3 soMthetho weeNkqubo zikaMasipala. Imisebenzi engundoqo namagunya kaMasipala aquka oku kulandelayo:

- Amangcwaba kaMasipala
- linkonzo Zenkathalelo Bantu (*Customer Care*)
- Izibonelelo zoLuntu (Amabala ezemidlalo, iiHolo, iiNdawo zokuqubha
- linkonzo Zoshishino
- Umbane
- Izindlu
- liNkonzo zoNkcenkceshelo
- Ukunyanzeliswa komthetho
- Uphuhliso loQoqosho lweNgingqi
- Ukhenketho
- Amathala eencwadi
- lipaki kunye noLondolozo lweNdalo
- Ulawulo lweNdlela kunye neStorm water
- Amanzi kunye nococeko
- liNkonzo zeZendlela
- Ukususwa Kwenkunkuma
- Ezocwangciso Dolophu
- Ugunyaziso Lokwakha Izindlu
- Ulawulo Lwemililo Nomonakalo Wendalo
- Ukuqokelelwa kwamatyala kunye noLawulo lweTyala
- Ucwangciso loPhuhliso oluHlanganisiweyo

5. IINKCUKACHA ZOQHAGAMSHELWANO EZIPHAMBILI ZOKUFIKELELA KULWAZI LOMASIPALA WASELANGEBERG

5.1. IGosa loLwazi

Igama:	UMnu. Daniël Lubbe
Umnxeba:	023 615 8401
I-imeyili:	<u>mm@langeberg.gov.za</u> / <u>dlubbe@langeberg.gov.za</u>
Ifekisi:	023 615 1563

5.2. Isekela leGosa loLwazi

Igama:	UMnu. Anton Everson
Umnxeba:	023 615 8407
I-imeyili:	<u>aeverson@langeberg.gov.za</u>
Ifekisi:	023 615 1563

5.3. Ukufikelela kuQhagamshelwano loLwazi ngokubanzi

I-imeyili: admin@langeberg.gov.za

5.4. I-Ofisi kaZwelonke / eyiNtloko

Idilesi Yeposi: **Ingxowa yabucala X2, Ashton, 6715**

Idilesi Yomzimba: **Ihoofweg 28 / 28 Main Road, Ashton 6715**

Ifowuni: **023 615 8000**

I-imeyili: admin@langeberg.gov.za

Iwebhusayithi: www.langeberg.gov.za

6. INKCAZO YAZO ZONKE IZILUNGISO EZIKHOYO NGOKUBHEKISELELE KWISENZO OKANYE UKUSILELA UKWENZA NGUMASIPALA WASELANGEORG

Isicelo Esisemthethweni	1. Unqwenela ukwenza isicelo <i>kwirekhodi</i> kaMasipala waseLangeberg, ngokwe-PAIA (uMthetho 20/2000), makwenziwe isicelo esibhaliweyo kwiGOSA LEENKCUKACHA elineenkukacha zoqhagamshelwano ezidweliswe kule ncwadana. 2. Isicelo KUFUNEKA sigcwaliswe kwiFOM 2 njengoko kumiselwe kwiGazethi kaRhulumente 45057/27 Agasti 2021 (Ifom ifakiwe kwiNcwadi). 3. IGOSA LEENKCUKACHA liya kunika uncedo ekugcwaliseni ifom yesicelo nokucacisa inkqubo. 4. Umntu uthetha umntu wemvelo okanye umntu wezobuxoki. 5. Ubambiswano asingomntu kwaye lunganikwa ukufikelela kulwazi.
Isicelo Esingacwangciswa	1. Umntu ongafundanga okanye ngenye indlela ongakwaziyo ukwenza isicelo sokufikelela <i>kwirekhodi</i> ngenxa yokukhubazeka angenza isicelo somlomo. 2. IGosa leeNkcukacha okanye iSekela leGosa leeNkcukacha kufuneka lincedise umfaki-sicelo ngokubhala

	isicelo kwifom efunekayo aze anike ikopi yesicelo esibhaliweyo kumfaki-sicelo. 3. IGosa leeNkcukacha okanye iSekela leGosa leeNkcukacha kufuneka kwakhona lancedise umntu ofuna uncedo olufanelekileyo simahla.
Ulwimi	1. Ulwimi apho umfaki-sicelo anqwenela ukufumana irekhodi kufuneka luchazwe ngumfaki-sicelo. 2. Ukuba irekhodi ayifumaneki ngolwimi olukhethwa ngumfaki-sicelo, ukufikelela kunganikwa ngolwimi apho irekhodi ifumaneka khona.
Inkqubo	Isicelo kufuneka sinike ulwazi olwaneleyo ukwenzela ukuba iGosa loLwazi lichonge: 1. iirekhodi eziceliweyo, kubandakanywa inkcazo yerekhodi, inombolo yokubhekisela, kunye naziphi na ezinye iinkcukacha kwirekhodi; 2. umfaki-sicelo, kuquka nazo zonke iinkcukacha zoghagamshelwano
Uhlobo lokuFikelela	Ulwazi kufuneka kwakhona lwenze ukuba iGosa loLwazi lichonge uhlobo lokufikelela olufunwa ngumfaki-sicelo, umzekelo: 1. nokuba umfaki-sicelo unqwenela ukwenza ikopi yerekhodi ebhaliweyo okanye eprintiweyo okanye ukuhlola irekhodi; 2. nokuba umfaki-sicelo unqwenela ukujonga okanye ukukhuphela imifanekiso ebonakalayo, enokuba yimifanekiso, izilayidi, ukurekhodwa kwevidiyo, imifanekiso eyenziwe ngekhompyutha okanye imizobo okanye ukufumana ukubhalwa kwemifanekiso; 3. nokuba umfaki-sicelo unqwenela ukuphulaphula i-soundtrack okanye ukufumana i-transcription ebhaliweyo okanye eprintiweyo ye-soundtrack; okanye 4. nokuba umfaki-sicelo unqwenela ukufumana ikopi eprintiweyo yekhompyutha, okanye ifom ye-elektroniki okanye efundeka ngomatshini efunyenwe kule ikhankanywe ngaphambili.
Imirhumo	1. Ifom yesicelo mayikhatshwe kukukhangela okumiselweyo simahla okudweliswe kwisiHlomelo "C" sale ncwadana. 2. Umntu ofuna ulwazi ngaye akufuneki ahlawule imali yokuqala, lo gama umfaki-sicelo ngaphandle komfaki-

	sicelo wobuqu kufuneka ahlawule imali yokuqala ye-R100 ngerekhodi. 3. Bonke abaceli, ngaphandle kwabo bakhululwe ngokwesiqendu 22 (8) (a) soMthetho wokuKhuthaza ukuFikelela kuLwazi, ka-2000 (uMthetho onguNombolo 2 ka-2000), mabahlawule imirhumo efunekayo ukuze bafumane irekhodi.
Ixesha Elisengqiqweni	Umfaki-sicelo uya kunikwa ingcaciso efunekayo, ukuba iyafumaneka, ngexesha elifanelekileyo emva kokufumana ifom yesicelo kunye nentlawulo emiselweyo.
Apho irekhodi lingekho phantsi kolawulo okanye ekubeni noMasipala waseLangeberg	1. IGosa loLwazi linokudlulisela isicelo apho irekhodi lingekho phantsi kolawulo okanye liphethe uMasipala waseLangeberg okanye apho umxholo unxulumene ngokusondeleyo nemisebenzi yelinye iqumrhu loluntu okanye apho irekhodi liqulethe ulwazi lwezorhwebo apho elinye iqumrhu loluntu linomdla omkhulu. 2. Isicelo siya kudluliselwa ngokukhawuleza kangangoko kunokwenzeka, kodwa nakweyiphi na imeko kwiintsuku ezilishumi elinesine (14) emva kokuba isicelo sifunyenwe. 3. IGosa loLwazi kufuneka lazise umfaki-sicelo ngokudluliselwa kwakunye nezizathu zokudluliselwa kunye nexesha ekufuneka isicelo sijongwe ngalo.
Ukuba irekhodi ayisafumaneki okanye ayifumaneki	Ukuba ulwazi alusafumaneki okanye alunakufunyanwa kwaye onke amanyathelo afanelekileyo athathwe ukufumana irekhodi elinjalo, iGosa loLwazi kufuneka ngendlela yengxelo efungelweyo yokuqinisekisa lazise umfaki-sicelo ngokufanelekileyo.
Ukuba irekhodi alikafumaneki	Ukufikelela kungahleliswa apho irekhodi ingekafumaneki, kwaye umfaki-sicelo uya kwaziswa ngokufanelekileyo.
Ukuba ufikelelo lunikiwe	1. IGosa leeNkcukacha kufuneka lithathe isigqibo kwiintsuku ezingama-30 (THIRTY) ukuba lisinike isicelo. 2. Ukuba ukufikelela kunikiwe, isaziso kufuneka sithunyelwe kumfaki-sicelo esichaza oku kulandelayo: (a) Intlawulo yokufikelela, ukuba ikhona, ekufuneka ihlawulwe xa inikwa ukufikelela. (b) Ifomu apho ukufikelela kuya kunikwa ngayo. (c) Ukuba umfaki-sicelo angafaka isibheni sangaphakathi kuMasipala waseLangeberg okanye isicelo

	enkundleni esichasene nomrhumo wokufikelela ekufuneka uhlawulwe okanye ifom apho ukufikelela kufuneka kunikwe khona.
Ukuba ufikelelo aluvunywanga	Ukuba ukufikelela kwirekhodi akunikezelwanga, isaziso seGosa loLwazi okanye iSekela leGosa leeNkcukacha kufuneka linike izizathu ezaneleyo zokwala, kungabandakanywa naluphi na ubhekiso kumxholo werekhodi kwaye sichaza ukuba umfaki-sicelo angafaka isibheni sangaphakathi kumasipala okanye isicelo enkundleni esichasene nokwala kwesicelo kunye nenkqubo yokufaka isibheni sangaphakathi okanye isicelo. iCouncil ligunya lezibheni.
Ukwandiswa kweXesha	1. IGosa leeNkcukacha okanye iSekela leGosa leeNkcukacha lingalandisa ixesha leentsuku ezingamashumi amathathu (30) apho kufuneka lithathe khona isigqibo ngesicelo ukuba: (a) yenzelwe inani elikhulu leerekhodi kunye nokuthotyelwa kungaphazamisa ngokungekho ngqiqweni imisebenzi kaMasipala waseLangeberg. (b) ifuna ukugqogqwa kwengqokelela yeerekhodi kwi-ofisi engabekwanga kwidolophu enye okanye kwisixeko njengoko iGosa loLwazi kunye neGosa loLwazi lingalindelekanga ngokufanelekileyo ukuba ligqibezele isicelo kwiintsuku zokuqala ezingamashumi amathathu (30). (c) ukubonisana namanye amasebe kaMasipala waseLangeberg okanye nelinye iqumrhu loluntu kuyimfuneko okanye kungweneleka kwaye iGosa loLwazi alinakulindeleka ngokusengqiqweni ukuba ligqibezele ukubonisana kwiintsuku zokuqala ezingamashumi amathathu (30). okanye (d) umfaki-sicelo uyavuma ngokubhaliweyo ulwandiso. 2. Ukuba ixesha landisiwe, iGosa loLwazi kufuneka kwisithuba seentsuku ezingamashumi amathathu (30) emva kokuba isicelo sifunyenwe, lazise umfaki-sicelo ngolwandiso kunye nezizathu zaso. 3. Isaziso kufuneka sichaze ixesha lolwandiso kwakunye nezizathu ezaneleyo zolwandiso.

	4. Isaziso kufuneka kwakhona sichaze ukuba umfaki-sicelo angafaka isicelo enkundleni esichasene nokwandiswa kunye nenkqubo (kubandakanywa nexesha) lokufaka isicelo.
Indlela yokufumana ukufikelela kwiNcwadi	1. Ikopi yale ncwadana ifumaneka ngeelwimi ezintathu (3) ezisemthethweni zePhondo leNtshona Koloni. 2. Amalungu oluntu anokuhlola le ncwadana ngeeyure eziqhelekileyo zokusebenza kwiindawo zqhagamshelwano ezikhankanyiweyo. 3. Le ncwadana inokufunyanwa kwakhona xa kungeniswa isicelo kwiGosa loLwazi okanye kwiwebhusayithi kaMasipala waseLangeberg (www.langeberg.gov.za) 4. Zonke izicelo zokufikelela kulwazi kufuneka zidlule kwiGosa loLwazi lilandela iindawo zqhagamshelwano ezinikezelwe kule ncwadana.

7. ISIKHOKELO MALUNGA NENDLELA YOKUSEBENZISA I-PAIA KUNYE NENDLELA YOKUFUMANA UKUFIKELELA KWISIKHOKELO

7.1. Umlawuli uye, ngokwecandelo 10 (1) le-PAIA, uhlaziye kwaye wenza ukuba kufumaneke isiKhokelo esihlaziyiweyo malunga nendlela yokusebenzisa i-PAIA (“Isikhokelo”), ngendlela eqondakala ngokulula kunye nendlela, njengoko kunokufunwa ngokufanelekileyo ngumntu onqwenela ukusebenzisa naliphi na ilungelo elicingisiswe kwi-PAIA kunye ne-POPIA.

7.2. Isikhokelo siyafumaneka ngolwimi ngalunye olusemthethweni.

7.3. Isikhokelo esikhankanywe ngaphambili siqulethe inkcazo ye-

7.3.1. zinto ze-PAIA kunye ne-POPIA;

7.3.2. posi kunye nedilesi yesitalato, ifowuni, kunye nenombolo yefekisi kwaye, ukuba iyafumaneka, idilesi yeposi ye-*elektroniki* ye-

7.3.2.1. iGosa Lolwazi elimele wonke umntu, kwaye

7.3.2.2. onke amaSekela-Gosa leeNkcukacha kuwo onke amaqumrhu karhulumente nawabucala atyunjwe

ngokwesiqendu 17 (1) se-PAIA¹ kunye necandelo 56 le-POPIA²;

7.3.3. indlela nohlobo lwesicelo so-

7.3.3.1. kufikelela kwirekhodi yequmrhu loluntu elicingisiswe kwicandelo 11³; kwaye

7.3.3.2. ukufikelela kwirekhodi yequmrhu labucala elicingisiswe kwicandelo 50⁴;

7.3.4. uncedo olukhoyo oluvela kwiGosa loLwazi lwequmrhu loluntu ngokwe-PAIA kunye ne-POPIA;

7.3.5. uncedo olukhoyo oluvela kuMlawuli ngokwe-PAIA kunye ne-POPIA;

7.3.6. zonke izilungiso kumthetho ezikhoyo malunga nesenzo okanye ukungaphumeleli ukwenza ngokubhekiselele kwilungelo okanye umsebenzi onikezelwe okanye obekwe yi-PAIA kunye ne-POPIA, kuquka nendlela yokuhlala-

7.3.6.1. isibheni sangaphakathi;

7.3.6.2. isikhalazo kuMlawuli; kwaye

7.3.6.3. isicelo kunye nenkundla ngokuchasene nesigqibo segosa lolwazi lequmrhu loluntu, isigqibo malunga nesibheni sangaphakathi okanye isigqibo esenziwe nguMlawuli okanye isigqibo sentloko yequmrhu labucala;

7.3.7. izibonelelo zecandelo le-14⁵ kunye ne-51⁶ ezifuna iqumrhu likarhulumente kunye nequmrhu labucala, ngokulandelelanayo, ukuqulunga incwadi, kunye nendlela yokufumana ukufikelela kwincwadi;

¹ Icandelo 17 (1) le-PAIA- Ngeenjongo ze-PAIA, iqumrhu ngalinye likarhulumente kufuneka, ngokuxhomekeke kumthetho olawula ukuqeshwa kwabasebenzi bequmrhu likarhulumente elichaphazelekayo, lichonge inani elinjalo labantu njengamasekela-gosa olwazi njengoko kuyimfuneko ukwenza iqumrhu likarhulumente lifikeleleke kangangoko kunokwenzeka kubaceli beerekhodi zalo.

² Icandelo 56 (a) le-POPIA- Iqumrhu ngalinye likarhulumente nelabucala kufuneka lenze isibonelelo, ngendlela echazwe kwicandelo 17 loMthetho wokuKhuthaza ukuFikelela kuLwazi, kunye notshintsho oluyimfuneko, ukwenzela ukuchongwa kwenani labantu abanjalo, ukuba likhona, njengamasekela-gosa olwazi njengoko kuyimfuneko ukwenza imisebenzi noxanduva njengoko kuchaziwe kwicandelo 55 (1) le-POPIA.

³ Icandelo 11 (1) le-PAIA- Umfaki-sicelo kufuneka anikwe ukufikelela kwirekhodi yequmrhu loluntu ukuba loo mfaki-sicelo uhambelana nazo zonke iimfuno zenkqubo kwi-PAIA ezinxulumene nesicelo sokufikelela kuloo rekhodi; kwaye ukufikelela kuloo rekhodi akwaliwa ngokubhekiselele kuyo nayiphi na indawo yokwala okucingisiswe kwiSahluko 4 seli Candelo.

⁴ Icandelo 50 (1) le-PAIA- Umfaki-sicelo makanikwe ithuba lokufikelela nakweyiphi na irekhodi yequmrhu labucala ukuba-

- a) loo rekhodi iyafuneka ekusebenziseni okanye ekukhuseleni nawaphi na amalungelo;
- b) loo mntu uhambelana neemfuno zenkqubo kwi-PAIA ezinxulumene nesicelo sokufikelela kuloo rekhodi; **kwaye**
- c) ukufikelela kuloo rekhodi akwaliwa ngokubhekiselele kuyo nayiphi na indawo yokwala okucingisiswe kwiSahluko 4 sale Nxa lenye.

⁵ Icandelo 14 (1) le-PAIA- Igosa lolwazi lequmrhu loluntu kufuneka, ubuncinane ngeelwimi ezintathu ezisemthethweni, lenze ukuba ifumanike incwadi enolwazi oludweliswe kumhlathi 4 apha ngasentla.

⁶ Icandelo 51 (1) le-PAIA- Intloko yequmrhu labucala mayiyenze ifumanike incwadi equlethe inkcazo yolwazi oludweliswe kumhlathi 4 apha ngasentla.

- 7.3.8. izibonelelo zecandelo le-15⁷ kunye ne-52⁸ elibonelela ngokubhengezwa ngokuzithandela kweendidi zeerekhodi ngumbutho woluntu kunye nequmrhu labucala, ngokulandelelanayo;
- 7.3.9. izaziso ezikhutshwe ngokwesiqendu 22⁹ nese-54¹⁰ malunga neentlawulo ekufuneka zihlawulwe ngokunxulumene nezicelo zokufikelela;
- 7.3.10. imimiselo eyenziwe ngokwesiqendu 92¹¹.

7.4. Amalungu oluntu anokuhlola okanye enze iikopi zeSikhokelo kwii-ofisi zamaqumrhu karhulumente okanye abucala, kuquka ne-ofisi yoMlawuli, ngeeyure eziqhelekileyo zokusebenza.

7.5. Isikhokelo sinokufunyanwa kwakhona-

- 7.5.1. ngesicelo kwiGosa loLwazi okanye kwintloko yequmrhu labucala, kusetyenziswa iFom 1 efunaneka ku- <https://info regulator.org.za/paia-forms/>;
- 7.5.2. ngesicelo, kuMlawuli woLwazi, ngokuthumela iFom 1 (isicelo sekopi yeSikhokelo) ku- PAIACompliance@infoRegulator.org.za; kunye
- 7.5.3. ukusuka kwiwebhusayithi yoMgunyazisi (<https://info regulator.org.za/paia-guidelines/>).

8. INKCAZO YEZIHLOKO APHO UMZIMBA UBAMBE IIREKHODI KUNYE NEENDIDI ZEEREKHODI EZIGCINWE NGUMASIPALA WASELANGEORG

UMasipala waseLangeberg ubambe ezi *rekhodi* zilandelayo:

Izifundo apho umzimba ubambe irekhodi	Iindidi zeerekhodi ezigcinwe kwisihloko ngasinye
Umthetho	Imithetho neMimiselo yePalamente Imithetho neMimiselo yePhondo Imithetho neMimiselo yeBhunga

⁷ Icandelo 15 (1) le-PAIA- Igosa lolwazi lequmrhu loluntu, kufuneka lenze ukuba lifumaneke ngendlela emiselweyo inkcazo yeendidi zeerekhodi zequmrhu loluntu ezifumaneka ngokuzenzekelayo ngaphandle kokuba umntu acele ukufikelela

⁸ Icandelo 52 (1) le-PAIA- Intloko yequmrhu labucala inokuthi, ngokuzithandela, yenze ukuba ifumaneke ngendlela emiselweyo inkcazo yeendidi zeerekhodi zequmrhu labucala ezifumaneka ngokuzenzekelayo ngaphandle kokuba umntu acele ukufikelela

⁹ Icandelo 22 (1) le-PAIA- Igosa lolwazi lequmrhu loluntu apho isicelo sokufikelela senziwe khona, kufuneka ngesaziso lifune ukuba umfaki-sicelo ahlawule imali yesicelo emiselweyo (ukuba ikhona), phambi kokuqhubela phambili isicelo.

¹⁰ Icandelo 54 (1) le-PAIA- Intloko yequmrhu labucala apho isicelo sokufikelela senziwe khona kufuneka ngesaziso kufuneka ukuba umfaki-sicelo ahlawule umrhumo wesicelo omiselweyo (ukuba ukhona), phambi kokuqhubela phambili isicelo.

¹¹ Icandelo 92 (1) le-PAIA libonelela ukuba –"UMphathiswa unokuthi, ngesaziso kwiGazethi, enze imimiselo malunga naye-
(a) nawuphi na umcimbi ofunekayo okanye ovunyelwe ngulo Mthetho ukuba umiselwe;
(b) nawuphi na umcimbi onxulumene neentlawulo ezicingwa kwicandelo 22 nele-54;
(c) nasiphi na isaziso esifunwa ngulo Mthetho;
(d) iikhrayitheriya ezifanayo ekufuneka zisetyenziswe ligosa lolwazi lequmrhu loluntu xa kusenziwa isigqibo sokuba zeziphi iindidi zeerekhodi ekufuneka zenziwe zifumaneke ngokwesiqendu 15; **kwaye**
(e) nawuphi na umcimbi wolawulo okanye wenkqubo oyimfuneko ukunika ukusebenza kwimimiselo yalo Mthetho."

Amaxwebhu qhinga, iziphakamiso	oCwangciso-izicwangciso,	lingxelo zoNyaka, isiCwangciso-qhinga, isiCwangciso sokuSebenza soMnyaka.
Iqumrhu noLawulo Lwalo		Abathunywa bamaGunya, iiNtlanganiso zoLawulo Ulawulo lweRekhodi, iNkqubo yokuGcwalisa, ukuLahlwa lirekhodi, uCwangciso loPhuhliso oluHlanganisiweyo, izicwangciso zeCandelo, iNkqubo yoLawulo lweNtsebenzo, amaSebe
IBhunga eziLungqongileyo	Nezinto	Unyulo, iintlanganiso, imiyalelo emileyo, imicimbi yamalungu.
Abasebenzi nobudlelwane bemisebenzi	kunye	Ulawulo lwezithuba, ukumiselwa kweemeko zeeNkonzo, izithuba kunye nokutyunjwa, uqeqesho kunye neziqinisekiso, ezemali, umhlala-phantsi, ubudlelwane bemisebenzi, ulawulo lwabasebenzi, ulawulo lweNtsebenzo, ukubuyiswa kwabasebenzi kunye neenkukacha-manani, uPhuhliso lweZakhono zeMpilo noKhuseleko eMsebenzini, ukulingana kwengqesho
Ezezimali		Uhlahlo lwabiwo-mali, amaxabiso, amaxabiso kunye neLevi, iiMali-mboleko, iiTariffs / iiNtlawulo zeeNkonzo, iiNkxaso-mali kunye neZibonelelo ezifunyenweyo, iiNgxowa-mali kunye neLevi Utyalo-mali, amabango, ukuHlaliswa kwe-akhawunti, umvuzo weBhunga, ukuqokelelwa kweMali, i-Inshorensi, uNcedo lwezeMali, iiNkonzo zeBhanki, ukuBuyiswa, iiNgxelo kunye neNkcukacha-manani
Izibonelelo zasekhaya, kunye nezoThutho		Izibonelelo zasekhaya, iiNkonzo zaseKhaya, uThutho
Isakhiwo kunye neeSayithi		Izakhiwo kunye nemihlaba, ukufunyanwa, ukusetyenziswa kunye nokohlukaniswa kolondolozo
Iithenda, izicatshulwa kunye nezivumelwano		Iifayile eziphambili, iiTender ezithile kunye neeNgcaciso, iiKhontrakthi ezithile
Iintengiso kunye noLwazi		Iintengiso kunye noLwazi Ukuthengisa kunye noLwazi lwamanye amaZiko
Iziganeko Nezentlalo	Zomthendeleko	Ubudlelwane bentlalo, olunye ulwamkelo kunye nemisebenzi Ukuvuma, Ukuvuyisana Novelwano
Ukwakhiwa neentlanganiso Imibutho Amaqumrhu	kunye namanye	Ii-ajenda, imizuzu, iiNgxelo kunye neMisebenzi-intengiso (circular) yeSizwe neyePhondo, neyeNgingqi
ULawulo Lwezotshutshiso noBulungisa		Izimvo zomthetho kunye nezigwebo zeNkundla, Amabango Ukutshutshiswa kunye nokunyanzeliswa komthetho
Iilayisenisi, izatifikethi, kunye neemvume		Izicelo kunye nokukhutshwa, iilayisenisi, izatifikethi, iimvume
UCwangciso kunye noLawulo	lweNgingqi	Ucando mihlaba, uCwangciso lweNgingqi, uLawulo lweZakhiwo
Iinkonzo ezibalulekileyo		Iindlela kunye nezitalato, izithuthi zikawonkewonke, amanzi, amanzi amdaka,

	ucoceko, umbane, amangcwaba, inkunkuma eqinileyo
iiNkonzo zoLuntu	Izindlu, uLawulo lweNtlekele, iiNkonzo zoMlilo, ubuPolisa, uPhuhliso loQoqosho lweNgingqi, uLondolozo lweNdalo kunye nokusingqongileyo, iMidlalo kunye noLonwabo, iNtlalontle kunye neeNkonzo zoLuntu

9. ISAZISO SAKUTSHANJE MALUNGA NEENDIDI ZEEREKHODI ZIKAMASIPALA WASELANGEBERG EZIFUMANEKA NGAPHANDLE KOKUBA UMNTU ACELE UKUFIKELELA

Igosa lolwazi liqulunqe isaziso malunga neendidi zeerekhodi zomzimba ezifumaneka ngaphandle kokuba umntu kufuneka acele ukufikelela ngokuzalisa iFom 2.

Ukuze uhlolwe, kwi-ofisi enkulu kaMasipala waseLangeberg ngeeyure zeofisi eziqhelekileyo.

Isaziso esinjalo sinokufumaneka, kwi-ofisi enkulu okanye kwiwebhusayithi elandelayo: www.langeberg.gov.za.

Onke amaxwebhu adwelisiweyo afumaneka ngokuzenzekelayo ngaphandle kokuba umntu kufuneka acele ngokusesikweni ukufikelela ngokwesiqendu 15 (2) se-PAIA. **BONA ISIHLOMELO D**

10. IINKONZO EZIFUMANEKAYO KUMALUNGU OLUNTU AVELA KUMASIPALA WASELANGEBERG KUNYE NENDLELA YOKUFUMANA UKUFIKELELA KWEZO NKONZO

IIMBOPHELELEKO

Bonke abasebenzi bakamasipala banoxanduva lokuqinisekisa ukuba ulwazi lomntu ngamnye lwezifundo zedatha luyaqokelelwa, lugcinwe, kwaye luphethwe ngokufanelekileyo ukuqinisekisa imfihlo, ukuthembeka, kunye nokufumaneka kwayo.

Umsebenzisi ngamnye wokuGqibela koLwazi, uMnini woLwazi, iSebe likaMasipala elisingatha ulwazi lomntu kufuneka liqinisekise ukuba liphathwa kwaye liqhutywe ngokuhambelana nale ncwadana kunye nemigaqo yabucala.

Apha ngezantsi landela izikhundla eziphambili kunye neendawo zazo zoxanduva:

(a) IGosa **loLwazi** (uMphathi kaMasipala) ekugqibeleni linoxanduva lokuqinisekisa ukuba lo mbutho uhlangabezana nezibophelelo zayo zomthetho.

(b) **ISekela leGosa leeNkcukacha** linoxanduva:

- Lokukhuthazwa kokuthotyelwa, ngabo bonke abalawuli, kunye nemiqathango yokulungiswa ngokusemthethweni kolwazi lomntu.
- Ukujongana nezicelo ezenziwe kumasipala ngokulandela lo Mthetho.
- Ukusebenza noMlawuli ngokunxulumene nophando olwenziwe ngokulandela iSahluko 6.

- Kungenjalo ukuqinisekisa ukuthotyelwa kwemimiselo yoMthetho okanye ngenye indlela njengoko kunokumiselwa ngokwemigaqo yoMthetho.
- Ukugcina iGosa loLwazi lihlaziywa malunga nee-*asethi* zolwazi kunye noxanduva lokukhusela ulwazi lomntu, iingozi kunye nemiba enxulumeneyo.
- Ukuphonononga zonke iinkqubo zokukhusela ulwazi lomntu kunye nemigaqo-nkqubo enxulumene nayo, ngokuhambelana nesicwangciso ekuvunyelwene ngaso.
- Ukucwangcisa uqeqesho lokukhusela ulwazi lomntu kunye neengcebiso kubantu abagqunywe yile ncwadana.

(c) **Abalawuli** banoxanduva:

- Ukukhuthazwa kokuthotyelwa, liCandelo loMlawuli phantsi koxanduva lwakhe, kunye nemiqathango yokulungiswa ngokusemthethweni kolwazi lomntu.
- Ukujongana nezicelo ezifunyenwe kwiGosa leeNkcukacha okanye leSekela-Gosa leeNkcukacha ezinxulumene necandelo lolawulo phantsi koxanduva lwalo, ngokulandela lo Mthetho.
- Ukusebenza kunye noMlawuli ngokunxulumene nophando olwenziwe ngokulandela iSahluko 6, ngokunxulumene nomlawuli phantsi kolawulo lwakhe.
- Kungenjalo ukuqinisekisa ukuthotyelwa licandelo lolawulo elichaphazelekayo kunye nemimiselo yoMthetho.

(d) Umphathi wezobuxhakaxhaka beekhompuyutha unoxanduva:

- Lokuqinisekisa ukuba zonke ii-*asethi* zobuxhakaxhaka ezisetyenziselwa ukulungelelanisa ulwazi lomntu siqu zihlangabezana nemigangatho yokhuseleko efanelekileyo.
- Ukwenza ukuhlolwa rhoqo kunye nokuskena ukuqinisekisa ukuba i-*hardware* yokhuseleko kunye ne-*software* isebenza ngokufanelekileyo.
- Ukuvavanya naziphi na iinkonzo zomntu wesithathu, umbutho ucinga ukusebenzisa ukuqhuba ulwazi lomntu. Ngokomzekelo, iinkonzo ze-*computing* zelifu (*cloud computing services*).

(e) Umnini **woLwazi / uMphathi weSebe** unoxanduva:

- Lokwahlula ulwazi lomntu siqu ngokuhambelana noMthetho we-*POPI* kunye ne-*PAIA* (No 2 ka-2000) kunye neMimiselo.
- Ukugcina iinkqubo zangaphakathi ukuxhasa ukuphathwa okusebenzayo kunye nokhuseleko lolwazi lomntu.
- Ukuphonononga zonke iinkqubo zokukhusela ulwazi lomntu kunye nemigaqo-nkqubo enxulumene nayo, ngokuhambelana nesicwangciso ekuvunyelwene ngaso kwaye wenze iingcebiso kwiGosa loLwazi / iGosa loLwazi loMsebenzi apho kusetyenzwayo khona.
- Ukuqinisekisa ukuba bonke abasebenzi, abacebisi, kunye nabanye abanika ingxelo kwiGosa loLwazi / iSekela leGosa loLwazi bayaziswa kwaye bayalelwa ukuba bathobele oku kunye nayo yonke eminye imigaqo-nkqubo echaphazelekayo.

(f) Umphathi : **IDP, uLawulo lweNtsebenzo kunye noNxibelelwano** unoxanduva:

- Lokulungiselela nayo nayiphi na ingxelo yokhuseleko lolwazi lomntu siqu eqhotyoshelwe kunxibelelwano olufana nee-imeyile kunye neeleta ukuze zivunywe liGosa loLwazi / iSekela loLwazi
- Ukujongana nayo nayiphi na imibuzo yokukhusela ulwazi lomntu kwiintatheli okanye kumajelo eendaba.
- Apho kuyimfuneko, ukusebenzisana nezinye iiyunithi zoshishino ukuqinisekisa ukuba onke amanyathelo onxibelelwano athobela imigaqo yokukhusela ubumfihlo.

11. UKUBANDAKANYEKA KOLUNTU EKUQULUNQWENI KOMGAQO- NKQUBO OKANYE UKUSETYENZISWA KWAMAGUNYA OKANYE UKWENZA IMISEBENZI NGUMASIPALA WASELANGEBERG

11.1. ULUHLU LWEENKCUKACHA ZOBUQU

Umasipala uqokelela iinkcukacha zobuqu ngenxa yezizathu ezahlukeneyo zokufezekisa igunya lakhe njengeziko likarhulumente ngokoMgaqo-siseko weRiphabhlikhi yoMzantsi Afrika. Abahlali abalindele iinkonzo ezibalulekileyo kunye nezinye iinkonzo kumasipala banyanzelekile ukuba babelane ngolwazi lwabo lomntu kunye nomasipala njengoko ukugcinwa kunye / okanye ukwala ulwazi lomntu siqu kunokuchaphazela amandla kamasipala okunikezela ngeenkonzo ezisebenzayo nezaneleyo.

Abasebenzi bakwanyanzelekile ukuba babelane ngolwazi lwabo lomntu kunye nomasipala njengoko kufuneka kulawulo lwabasebenzi.

Kuxhomekeka kuhlobo lweenkonzo ezifunekayo, ubudlelwane phakathi komntu kunye nomasipala kunye nezizathu zokuba kutheni kufuneka ulwazi oluthile, ulwazi lomntu olunokufumaneka luquka kodwa ayiphelelanga apho:

- Amagama aphambili namagama okugqibela
- Isazisi okanye inombolo ye*Pasipoti*
- Ulwazi lwabantu olufana nobudala, isini, idilesi yomzimba kunye neposi
- Iimfaneleko
- Iinkcukacha zoqhagamshelwano
- Iinkcukacha zomvuzo
- Ulwazi lwe-*Biometric* kunye ne-*Jografi*
- Ulwazi lwengqesho
- Ubunini okanye ulwazi lokuqeshisa
- Iinkcukacha zezithuthi oko kukuthi ipleyiti yenombolo yesithuthi
- Ulwazi lwezonyango
- Ukubhengezwa komdla
- Okulandelayo koLwazi lwe*Kin*; kwaye
- Ulwazi lwabathengisi, njl.

11.2. UKUTHATHA INXAXHEBA KOLUNTU

Ukuthatha inxaxheba koluntu noLuntu kuchazwe kwiSahluko 4 soMthetho weNkqubo/2000. UMasipala waseLangeberg uneNkqubo eLawulayo kaSodolophu enenkqubo yokuthatha inxaxheba kwi*wadi* ukuncedisa ikomiti kasodolophu. I*wadi* nganye kwezi zili-12 inebhunga le*wadi* kunye namalungu ekomiti ye*wadi* ali-10. Le yenye yezandiso zokuthatha inxaxheba koluntu. Ezinye iindlela zonxibelelwano kuluntu ziquka iincwadi zeendaba, izaziso kwi*webhusayithi*, ulwazi kumaphephandaba asekuhlaleni nakwi*mediya* yoluntu. Zonke iiNtlanganiselo zeBhunga zibhengezwa kwi*webhusayithi* kwaye zivulekele kuluntu (i-Sec 19 ye-*Systems Act*).

11.3. INXAXHEBA YOLUNTU KUNYE NONXIBELELWANO LOKUNIKEZELWA KWEENKONZO

Umxholo we*datha* unokukhetha ukuba ngaba okanye hayi ukufumana unxibelelwano kumasipala malunga nokunikezelwa kweenkonzo kunye nokuthatha inxaxheba koluntu ngokusebenzisa nawo nawaphi na amaqonga onxibelelwano akhoyo, oko kukuthi i-imeyile okanye i-SMS. Naxa uvuma oku, umxholo we*datha* unokukhetha ukuphuma ekufumaneni nazo naziphi na izaziso ezinjalo nangaliphi na ixesha ngokwazisa amaGosa oLwazi okanye amaSekela-Gosa oLwazi.

Umasipala akayi kuxhamla ulwazi lomntu kubantu besithathu abangadityaniswa ngeenjongo zokuthengisa ngokuthe ngqo okanye ukuthengisa, ukurenta, ukusabalalisa, okanye ngenye indlela ukwenza ulwazi lomntu siqu lufumaneke kwintengiso kuye naye nawuphi na umntu wesithathu.

11.4. IWEBHUSAYITHI KAMASIPALA (Sec 21 B Local Government: Municipal Systems Act No. 32 ka-2000)

- Ngokusebenzisa iwebhusayithi yoomasipala, umsebenzisi uthathwa njengowamkele imigaqo nemiqathango njengoko kuchaziwe kwiwebhusayithi. Unokufikelela kwezinye iisayithi ngokusebenzisa izixhumanisi ezivela kwiwebhusayithi. Ezi ndawo azibekwa elisweni, zigcinwe, okanye zilawulwa ngumasipala kwaye ngaloo ndlela azinaxanduva nangayiphi na indlela nayiphi na imixholo yazo. Iwebhusayithi kamasipala iqulethe amakhonkco ahlukeneyo kwezinye iwebhusayithi zomntu wesithathu.
- Umasipala akanaxanduva lwawo nawuphi na umxholo wegela lesithathu okanye iingxelo zobumfihlo. Ukusetyenziswa kweendawo ezinjalo kunye nezicelo ngaloo ndlela kuxhomekeke kwiingxelo ezifanelekileyo zesandla somntu wesithathu.
- Iwebhusayithi kaMasipala waseLangeberg ihlonipha nayo nayiphi na imfihlo yomsebenzisi. Olunye ulwazi olungaziwayo malunga nomsebenzisi luqokelelwa ngokuzenzekelayo yiwebhusayithi. Olu lwazi lungabandakanya: uhlobo lwesiphequluli somsebenzisi, amaxesha okufikelela, iidilesi zewebhu zokubhekisa kunye namaphepha ajongiweyo. Olu lwazi luqokelelwa ukuvelisa izibalo ezihlanganisiweyo ngokubanzi malunga nokusetyenziswa kwewebhusayithi kaMasipala kwaye isetyenziselwa ukuphucula ukunikezelwa kweenkonzo.
- Iwebhusayithi ikwasebenzisa i“cookie” ukugcina ukhetho lolwimi lwabasebenzisi. Icookie yefayili yombhalo ebekwe kwi-hard disk yomsebenzisi ngumncedisi wephepha lewebhu. Icookie ayinakusetyenziswa ukuqhuba iinkqubo okanye ukuhambisa iintsholongwane kwikhompyutha yomsebenzisi. Icookie zabelwe ngokukodwa kumsebenzisi kwaye zinokufundwa kuphela ngumncedisi wewebhu kwi-domain ekhuphe iicookie kumsebenzisi.
- Umsebenzisi unokwamkela okanye angavumi iicookie. Uninzi lwezipequluli zewebhu zamkela ngokuzenzekelayo iicookie, kodwa umsebenzisi ngokuqhelekileyo unokuguqula izicwangciso zesiphequluli ukuhla iicookie. Ukuba umsebenzisi ukhetha ukwala ii-cookie, ukhetho lolwimi lomsebenzisi aluyi kukhethwa ngokuzenzekelayo ngalo lonke ixesha umsebenzisi ebuyela kwiwebhusayithi. Ayikho enye iicookie ngaphandle kwecookie yolwimi isetyenziswa yiwebhusayithi kamasipala.
- Ayikho enye inkcazelo eqokelelwe yiwebhusayithi kamasipala ngaphandle kolwazi lomsebenzisi. Umasipala akayi kudlulisela nazo naziphi na iinkcukacha zomsebenzisi ngamnye ezinokuthi zifunyenwe, ngokuzenzekelayo okanye ngaphandle kolwazi lomsebenzisi, ngaphandle kwemvume yangaphambili yomsebenzisi. Umasipala wabelana kuphela ngezibalo zee-aggregate ezingaziwayo malunga nabasebenzisi kunye neepatheni zendlela.
- Umasipala akanaxanduva lokwaphulwa kokhuseleko okanye izenzo zabantu besithathu.

12. UKULUNGISWA KWEENKCUKACHA ZOBUQU

12.1. Injongo yeProcessing

Ukuqokelelwa koLwazi lobuqu

Lo mbutho uqokelela ulwazi lokuxhasa igunya lawo lokunikezelwa kweenkonzo. Ulwazi lomntu siqu luqokelelwa ngqo kwizifundo zedatha apho zisebenzayo kwaye zihlala

zihambelana ne-PAIA. Iintlobo zolwazi kunye neenjongo apho ulwazi lomntu siqu luqokelelwa khona lubekwe kwiSaziso sombutho, **kwaye inokubandakanya oku kulandelayo:**

- a) Iifomu zezicelo
- b) *Iithenda* kunye nezivumelwano
- c) *Iiwebhusayithi*
- d) Ngokusebenzisa iikhamera zokubeka iliso (kunye netekhnoloji yokuqaphela ubuso)
- e) Ngokusebenzisa ababoneleli-nkonzo beqela lesithathu
- f) Amaqonga eendaba ezentlalo
- g) Ukuphendula kwiphepha lemibuzo
- h) *Iisaveyi*
- i) Ukuthotyelwa koCwangciso lweDolophu
- j) Ulawulo Lwezokwakha Izindlu
- k) Unxibelelwano ngomnxeba.

Izizathu Zokugcina Inkcazelo Yobuqu

Umasipala angaqokelela aze alungise ulwazi lomntu ngenxa yezi zizathu zilandelayo:

- Inggesho kunye nemivuzo kunye nezinye iimfuno zabasebenzi
- Izibonelelo zenkqubo oko kukuthi uncedo lwezonyango kunye nomhlalaphantsi
- Ukuqwalasela *iibhidi* ngokweethenda kunye nezicatshulwa;
- Izivumelwano zokuvala kunye nezivumelwano;
- Unxibelelwano; ukuthumela nokwabelana ngolwazi olubalulekileyo;
- Iinkonzo zokubhalisa;
- Ukugcina isiseko se*Datha* yeenkonzo ezibalulekileyo, inkxaso esweleyo, izindlu.
- Phendula imibuzo; izikhalazo nezicelo;
- Ukubonisana noluntu kunye nempendulo;
- Ukujongana neemfuno nezinto eziphambili
- Ukuqonda iimfuno kunye nezinto eziphambili zoluntu kunye nabanye abachaphazelekayo;
- Ukuhlolwa kwemvelaphi yokhuseleko (*vetting*)
- Ukunikezela ngee-*akhawunti*
- Ukubuyiswa kwamatyala
- Iingxelo kwibhunga ngetyala elibi
- Ukubhengezwa
- Iingxelo zophicotho-zincwadi

12.2. Inkcazelo yeendidi zeZifundo ze*Datha* kunye nolwazi okanye iindidi zolwazi olunxulumene kuyo

Iinkqubo zikaMasipala waseLangeberg kunye neendidi zezifundo ze*datha* ngokubhekiselele kubani ulwazi lomntu kunye nohlobo okanye iindidi zeenkukacha zobuqu eziqhutyelwayo.

Iindidi zezifundo zocino-lwazi	Iinkcukacha zobuqu ezinokuthi zilungiswe
Abantu Ngokwemvelo/Ndalo	Amagama nefani; iinkcukacha zoqhagamshelwano (inombolo yoqhagamshelwano (iinombolo zoqhagamshelwano), inombolo yefeksi, idilesi ye-imeyile); Idilesi yokuhlala, yeposi, okanye yeshishini; Isazisi esahlukileyo/Inombolo yesazisi kunye nembalelwano eyimfihlo
Abantu Ngokomthetho	Amagama abantu abaqhagamshelana nabo; Igama lequmrhu elisemthethweni; idilesi yomzimba neyeposi; iinkcukacha zoqhagamshelwano (inombolo yoqhagamshelwano (iinombolo zoqhagamshelwano), inombolo yefekisi, idilesi ye-imeyile); inombolo yobhaliso; zemali, zorhwebo, zenzululwazi, okanye ulwazi lobugcisa kunye neemfihlo zorhwebo
Abasebenzi	Isini, ukukhulelwa; ubume bomtshato; Ubudala bobuhlanga, ulwimi, ulwazi lwezemfundo (iziqinisekiso); ulwazi lwezezimali; imbali yengqesho; Inani le-ID; idilesi yomzimba neyeposi; iinkcukacha zoqhagamshelwano (inombolo yoqhagamshelwano (iinombolo zoqhagamshelwano), inombolo yefekisi, idilesi ye-imeyile); ukuziphatha kolwaphulo-mthetho; intlalo-ntle kunye nezalamane zabo (amalungu osapho) uhlanga, unyango, isini, ubuzwe, imvelaphi yobuhlanga okanye yentlalo, ukuziphatha ngokwesondo, ubudala, impilo yomzimba okanye yengqondo, impilo-ntle, ukukhubazeka, inkolo, isazela, inkolelo, inkubeko, ulwimi, ulwazi lwe-biometric yomntu

12.3. Abamkeli okanye iindidi zabamkeli abanokunikezelwa kubo ulwazi lomntu siqu.

UKWABELANA NGOLWAZI LOMNTU

Njengomgaqo, umasipala uya kwabelana ngolwazi lomntu kuphela ukuba umasipala ufumene imvume kumxholo we*datha*. Iinkcukacha zobuqu zingabelana nabathathi-nxaxheba ababonisiweyo nangendlela, ngolu hlobo lulandelayo:

- linkozo Zokubhatala Irhafu (SARS)
- Uncedo lwezonyango, iingxowa-mali zomhlalaphantsi
- Amaziko ezemali ngeenjongo zomvuzo
- Amaziko ezemali kwiintlawulo
- Amaqabane oshishino, abathengisi, okanye iikontraka ukubonelela ngeenkonzo eziceliweyo okanye ukuququzelela ukuthengiselana.
- Ekuphenduleni isicelo solwazi ngegunya elisemthethweni ngokuhambelana, okanye elifunwa nguye nawuphi na umthetho osebenzayo, ummiselo, okanye inkqubo yomthetho
- Apho kuyimfuneko ukuthobela iinkqubo zokugweba, imiyalelo yenkundla.
- Ukukhusela amalungelo, impahla, okanye ukhuseleko lomasipala okanye abanye, okanye njengoko kufunwa ngenye indlela ngumthetho osebenzayo; kwaye
- Apho imvume ebhaliweyo iqulethwe kumxholo wedatha yokwabelana.

Udidi lweenkcukacha zobuqu	Abamkeli okanye iindidi zabamkeli
Inombolo yesazisi kunye namagama, ukuhlolwa kolwaphulo-mthetho	IiNkonzo zamapolisa oMzantsi Afrika, naliphi na iqumrhu likaRhulumente, iSARS,
Iziqinisekiso, zokuqinisekiswa kweziqinisekiso	IGunya leZiqinisekiso zoMzantsi Afrika
Imbali yamatyala kunye nentlawulo, ngolwazi lwamatyala	Ujongo loBhatalo Matyala (<i>Credit Bureaus</i>)

12.4. Ukuhamba kwe-transborder okucwangcisiweyo kolwazi lomntu

linkcukacha zobuqu zingadluliselwa kwi-transborder kubathengisi bakaMasipala waseLangeberg kwamanye amazwe, kwaye ulwazi lomntu siqu lungagcinwa kwiiseva zedatha ezibanjwe ngaphandle koMzantsi Afrika, ezinokuthi zingabi nayo imithetho efanelekileyo yokukhusela. UMasipala waseLangeberg uza kuzama ukuqinisekisa ukuba abathengisi bayo kunye nabathengisi baya kwenza zonke iinzame ezifanelekileyo zokukhusela idatha ethile kunye nolwazi lomntu.

12.5. Inkcazo ngokubanzi yeMilinganiselo yoKhuseleko loLwazi eza kuphunyezwa liqela elinoxanduva ukuqinisekisa imfihlo, ukuthembeka, kunye nokufumaneka kolwazi.

UKUGCINWA KWEENKCUKACHA ZOBUQU

Le mithetho ichaza indlela kunye nalapho ulwazi lomntu kufuneka lugcinwe ngokukhuselekileyo. Imibuzo malunga nokugcina ulwazi lomntu ngokukhuselekileyo inokuqondiswa kuMphathi weeRekhodi, uMphathi: linkonzo zeNkxaso yoLawulo.

1. Xa ulwazi lomntu siqu lugcinwa **ephepheni**, kufuneka lugcinwe kwindawo ekhuselekileyo apho abantu abangagunyaziswanga bengakwazi ukuyibona.

Ezi zikhokelo zikwasebenza kwiinkcukacha zobuqu ezidla ngokugcinwa ngekhompyutha kodwa zishicilelwe ngenxa yesizathu esithile:

- (a) Xa kungafuneki, iphepha okanye iifayili mazigcinwe kwidrowa etshixiweyo okanye ukuzalisa ikhabhinethi.
 - (b) Apho ulwazi luhlelwe njengokufikelela kwe-MFIHLO kwindalo kufuneka ibekelwe umda kwaye itshixwe.
 - (c) Abasebenzi kufuneka baqinisekise ukuba amaphepha kunye neprintouts azishiywa apho abantu abangagunyaziswanga babenokuzibona, njengakumshicileli okanye kwi-photocopier.
 - (d) Iprintouts eziqulethe ulwazi lomntu siqu kufuneka ziqhekezwe ngokukhawuleza nangokukhuselekileyo xa kungasekho mfuneko.
2. Xa ulwazi lomntu siqu lugcinwa **ngekhompyutha**, kufuneka lukhuselwe ekufikeleleni okungagunyaziswanga, ukucinywa ngengozi, kunye nokuzama ukutshabalalisa okunobungozi:
- (a) Yonke indawo yokugcina i-elektroniki ifuna ulawulo lokufikelela olulingana nezo zikwimveliso kunye neendlela zokukhusela iifayile ezifana ne-encryption kufuneka zisetyenziswe.
 - (b) Konke ukufikelela kwe-elektroniki kufuneka kutshixwe.
 - (c) Ukugcina ulwazi lomntu kuzo nazo naziphi na ezinye izixhobo eziphathekayo, kubandakanya kodwa kungekhona ilinganiselwe kwi-USB drives (ii-memory sticks), i-hard drive yangaphandle, i-CD okanye i-DVD kufuneka i-ICT ivunywe kwangaphambili nguMphathi: ICT
 - (d) Ukuba ulwazi lomntu siqu lugcinwa kwimidiya esuswayo (njengememori stick, i-hard drive yangaphandle, i-CD okanye i-DVD) iifayile kufuneka zifihlwe, iphasiweni ikhuselwe, kwaye amajelo eendaba kufuneka atshixelwe ngokukhuselekileyo xa engasetyenziswa.
 - (e) Iidrayivu ze-USB (ii-memory sticks) ezifunyenweyo okanye eziye zanikezelwa njengento yokukhuthaza akufanele zifakwe kuyo nayo nayiphi na ikhompyutha njengoko ezi zixhobo zinokuba ne-malware efihliweyo okanye iintsholongwane.
 - (f) Zonke izixhobo ezilahlekileyo okanye ezibiweyo (kubandakanywa namajelo eendaba asuswayo) kufuneka zixelwe ngokukhawuleza kumphathi womgca, uMphathi: ICT kunye noMphathi: Izibonelelo zabantu.
 - (g) Iinkonzo eziqulethe ulwazi lomntu kufuneka zibekwe kwindawo ekhuselekileyo, kude nendawo ye-ofisi jikelele.
 - (h) Iifayile ze-elektroniki eziqulethe ulwazi lomntu kufuneka zixhaswe rhoqo. Ezo back-ups kufuneka zivavanywe rhoqo ngokuhambelana neenkqubo zokuncedisa ezisemgangathweni zombutho.
 - (i) Zonke iiseva, iikhompyutha kunye nezinye izixhobo ze-elektroniki eziqulethe ulwazi lomntu kufuneka zikhuselwe yi-software yokhuseleko evunyiweyo kunye ne-firewall.

UCOSELELO LOGCINO

Umthetho ufuna ukuba umbutho uthathe amanyathelo afanelekileyo ukuqinisekisa ukuba ulwazi lomntu siqu lugcinwa luchanekile kwaye luhambelana nexesha. Okubaluleke ngakumbi kukuba ulwazi lomntu siqu luchanekile, umzamo omkhulu iyunithi yoshishino kufuneka ibeke ekuqinisekiseni ukuchaneka kwayo.

Luxanduva lwabanye abasebenzi abasebenza ngolwazi lomntu siqu ukuthatha amanyathelo afanelekileyo ukuqinisekisa ukuba lugcinwa luchanekile kwaye luhlaziywa kangangoko kunokwenzeka.

- (a) Iifayile ze-elektroniki eziqulethe ulwazi lomntu ziya kubanjwa kwiindawo **ezimbalwa njengoko kuyimfuneko**.

Abasebenzi akufuneki benze naziphi na iiseti zedatha ezongezelelweyo ezingeyomfuneko.

- (b) Abasebenzi kufuneka **bathathe onke amathuba okuqinisekisa ukuba ulwazi lomntu siqu luyahlaziywa**. Ngokomzekelo, ngokuqinisekisa iinkcukacha zomxhasi xa befowunela.
- (c) Umbutho uza kwenza kube lula ukuba **izifundo zedatha zihlaziye ulwazi lwazo lomntu** umbutho ubambe ngabo. Ngokomzekelo, ngewebhusayithi yayo.
- (d) Iinkcukacha zobuqu kufuneka zihlaziye **njengoko kufunyenwe izinto ezingachanekanga**. Ngokomzekelo, ukuba umthengi akasakwazi ukufikelela kwinombolo yabo yomnxeba egciniweyo, kufuneka isuswe kwiziko ledatha.

UKULAHLWA

Amaphepha asebenzayo kunye neekopi ezinokulahlwa ngokomyalelo wokulahlwa ngokubanzi kufuneka zilahlwe ngokusebenzisa isikhongozeli sokulahlwa esikhuselekileyo okanye i-*shredder*. Ukulahlwa kwazo zonke iifayile zokuqala kunye neefayile ze-*elektroniki* kufuneka kwaziswe ngokuhambelana noMgaqo-nkqubo woLawulo lweeRekhodi wombutho.

UKUKHUSELWA KWEENKCUKACHA ZOBUQU

Umasipala uzibophelele ekukhuseleni ulwazi lomntu siqu ekusebenziseni kakubi, ukulahlekelwa, ubusela, ukufikelela okungagunyaziswanga, ukuguqulwa, okanye ukubhengezwa ngu:

- usebenzisa izikhuselo ze-*elektroniki* kunye nezomzimba; kwaye
- Ngokwesivumelwano efuna ukuba abantu besithathu abachazwe kubo iinkcukacha zobuqu ukwenza okufanayo.

Umasipala unolawulo oluqinileyo lwezokhuseleko kunye nezisombululo ezongezelelweyo zokufumana ingozi indawo.

13. UKUFUMANEKA KWENCWADI

13.1. Le Ncwadana yenziwe ifumaneka kwezi lwimi zintathu zilandelayo ezisemthethweni-

1. IsiNgesi
2. IsiBhulu
3. IsiXhosa

13.2. Ikopi yale Ncwadi okanye inguqulelo ehlaziyiweyo yayo, nayo iyafumaneka ngolu hlobo lulandelayo-

1. kwi-www.langeberg.gov.za, ukuba ikhona, yequmrhu loluntu;
2. kwi-ofisi enkulu yequmrhu loluntu ukuze ihlolwe luluntu ngeeyure eziqhelekileyo zomsebenzi;
3. kuye naye nawuphi na umntu xa eceliwe kwaye kwintlawulo yentlawulo emiselweyo efanelekileyo; kwaye
4. kuMlawuli woLwazi xa eceliwe.

13.3. Intlawulo yekopi yeNcwadi, njengoko kulindelekile kwisihlomelo B seMimiselo, iya kuhlalulwa ngefotokopi nganye enobungakanani be-A4 eyenziweyo.

14. UKUHLAZIYWA KWALO MQULU

UMASIPALA **waseLANGEBERG** uya kuthi, ukuba kuyimfuneko, ahlaziye aze apapashe le Ncwadi minyaka le.

Ikhutshwe ngu

Daniël Lubbe

UMPHATHI KAMASIPALA KUNYE NEGOSA LOLWAZI