



PAIA MANUAL

of the

Cancer Association of South Africa (CANSA)

**Prepared in terms of Section 51 of the
Promotion of Access to Information Act, 2000 (Act No 2 of 2000)
[as amended]**

01 December 2023

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1.0 LIST OF ACRONYMS AND ABBREVIATIONS

CANSA	Cancer Association of South Africa.
child	A natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- herself.
CEO	Chief Executive Officer.
Constitution	The Constitution of the Republic of South Africa, 1996 (Act No 108 of 1996) as amended.
CoR39	This document contains the Notice of Change concerning a Director. This form is issued in terms of section 70 (6) of the Companies Act, 2008, and Regulation 39 of the Companies Regulations, 2011.
DIO	Deputy Information Officer.
IO	Information Officer.
PAIA	Promotion of Access to Information Act, 2000 (Act No2 of 2000) as amended, referred to as “the Act” in this Manual.
personal information	Any information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to – <ul style="list-style-type: none">(a) Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;(b) Information relating to the education or the medical, financial, criminal or employment history of the person;(c) Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;(d) The biometric information of the person;(e) The personal opinions, views or preferences of the person;(f) Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;(g) The views or opinions of another individual about the person;(h) The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
POPIA	Protection of Personal Information Act, 2013 (Act o 4 of 2013).
Promotion of Access to Information Act, 2000 (Act No 2 of 2000)	Promotion to Access Information Act, 2000 (Act No 2 of 2000) – also referred to as PAIA.

In order to assist those who are not familiar with the Protection of Personal Information Act (PAIA) requests, Section 10 of PAIA has instructed the South African Human Rights Commission ("SAHRC") to prepare a guide that contains information to assist members of the public in understanding how to exercise their rights under PAIA ("the Guide"). It is available in all official South African languages. The information Regulator will take over these duties from 1 July 2021.

If you have any queries, or need a copy of the Guide, please contact the SAHRC directly at:

The South African Human Rights Commission

PAIA Unit – The Research and Development Department
Braampark Forum 3, 33 Hoofd Street, Braamfontein
Private Bag x 2700, Houghton 2041
Tel: +27 11 877 3803
Fax: + 27 11 403 0625
Email: paia@sahrc.org.za
Website: www.sahrc.org.za

In the event of any queries about the Protection of Personal Information Act (POPIA), please contact the Information Regulator directly at:

The Information Regulator – South Africa

Website: <https://www.justice.gov.za/inforeg/index.html>.
Address: SALU Building, 316 Thabo Sehume Street, Pretoria.
Contact number: 012 406 4818.
Fax number: 086 500 3351.
Email: inforeg@justice.gov.za.

Records Available Without a Request

All records or information available on the CANSAs Website at www.cansa.org.za, including all records and pamphlets produced by the CANSAs for public consumption, are automatically available and voluntarily disclosed. This information is available for viewing or downloading or access without you having to make a PAIA request.

2. THE PROMOTION OF ACCESS TO INFORMATION ACT

The Promotion of Access to Information Act, No 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right in terms section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("the Constitution") of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.

In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual ("PAIA Manual").

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and/or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

3. PURPOSE/AIM OF THE PAIA MANUAL

The aim of PAIA is to foster a culture of transparency and accountability by public and private bodies and assist in realising South Africa's goals of an open and participatory democracy. PAIA also gives effect to the right of access to information and actively promotes a society in which any person has effective access to information. This will enable any person to fully exercise their rights.

This PAIA Manual can be used by members of the public to check the categories of records held by the CANSAs without having to submit a formal PAIA request.

This PAIA Manual has as its purpose the intention that the Cancer Association of South Africa complies (CANSAs) with the PAIA Act and to create a culture of transparency and accountability within CANSAs by giving effect to the right to information that is required for the exercise or protection of any right that South Africans have and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

In order to promote effective governance of CANSAs, a private body in terms of the Act. It also ensures that the public is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to private bodies.

The Manual makes it clear that in accordance with Section 9 of the Act the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial and personal confidentiality; and
- Effective, efficient, and good governance; and in a manner which balances that right that individuals may have with any other rights, including such rights as contained in the Bill of Rights in the Constitution.

This PAIA Manual has been drafted in accordance with the generic manual for private bodies, which has been submitted to the Human Rights Commission.

This PAIA Manual also complies with the requirements of Section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies. To obtain a copy of the PAIA Manual requestors must use Form 1 – Request for a Copy of the CANSAs PAIA Manual.

4. THE CANCER ASSOCIATION OF SOUTH AFRICA (CANSAs)

The Cancer Association of South Africa (CANSAs) is a non-profit company, registered in terms of the The Companies Act, 2008 (Act No. 71 of 2008) which replaced the Companies Act, 1973 (Act No. 61 of 1973) and came into effect on 1 May 2011.

CANSA is a private body as defined by the Promotion of Access to Information Act, 2000 (Act No2 of 2000) as amended.

The CANSA was established in 1931 (and registered in 1932, Registration Number 1932 / 003720 / 08) by a group of individuals who were concerned over the high incidence of cancer in South Africa. CANSA is also registered as a Non-profit Organisation (Registration Number 000-524 NPO).

A leader in the fight against cancer in SA, since 1931, the vision of the CANSA, is to lead South Africa towards a cancer free society.

It's mission as a non-profit organisation fighting cancer, is to enable research, educate the public and advocate for, and support, all people affected by cancer.

CANSA promotes health to all communities within South Africa to substantially reduce the impact of cancer.

The CANSA is committed to connecting people facing cancer with information, day-to-day help as well as emotional support they need in the communities where they live. Our aim is to ensure that cancer Survivors and their loved ones do not have to face cancer alone; CANSA is there to support them through every step of their cancer journey.

4.1 Structure of the CANSA

The CANSA holds itself to the highest standards of ethics and sound governance with a well-balanced board committed to the sustainability and ethical conduct of services to the public.

Roles and Responsibilities.

It has a strong and capable Board of Directors to which CANSA's Chief Executive Officer and Executive Committee (EXCO) report. In accordance with Good Corporate practices and frameworks within CANSA, the Board appoints Sub-Committees to assist the Board in providing oversight over the work of management within specific portfolios.

This structured system of organisational governance ensures proper checks and balances, the input of appropriate experts on decision-making and strategic oversight of comprehensive nationwide operations.

The Board, *as the highest decision-making body of CANSA*, is responsible for the strategic direction of the company and appoints the Chief Executive Officer and Executive Directors to maintain the day-to-day management.

Sub-Committees of the Board

- Audit and Risk Committee – ensures effective financial and broader risk management within the organisation.
- Investment Committee – promotes and ensures solid investment practice and growth.
- Remuneration (REMCO) Committee – enhances sound, transparent and fair human capital practice and employment equity.
- Research (RESCOM) Committee – ensures relevant and effective allocation and management of research funding.
- Social and Ethics Committee – promotes integration and oversees social and ethical matters relating to CANSA.

- Nominations Committee – ensures the board has the appropriate composition for it to execute its duties effectively.
- Stakeholder Committee – assists the Board with its consideration and monitoring of the interest of the stakeholders of CANSA.

In accordance with the King IV Code on Corporate Governance, the Social and Ethics Committee was established, as a further Sub-Committee of the Board to address all ethical and social risk issues within the Organisation. CANSA has more than the recommended Sub-Committees of the Board in place to address the specific risks identified within CANSA.

The EXCO-managed Risk Committees were restructured in 2020 to ensure realignment with the new CANSA Structure and the following Risk Committees were formed to identify and address the most significant operational risks in accordance:

- Risk Management Committee
- Quality Assurance Committee (determines and addresses standardisation and quality of all policies, procedures, processes and documentation)

The Chairpersons. Committee consisting of the Chairperson of the Provincial Councils, is chaired by the Chief Executive Officer (CEO) of CANSA, and provides advice and guidance regarding business practices within operations.

At the Annual General Meeting held in September 2012, the members approved the Memorandum of Incorporation in accordance with the new Companies Act, 2008 (Act No 71 of 2008), to enable the execution of the bigger, approved CANSA strategy.

The in-house Internal Audit process makes provision for the review of internal controls, risk management and compliance with laws and regulations and established policies and procedures, while also identifying possible gaps in existing policies and procedures that could cause further risks.

CANSA has a well-established risk management committee which is chaired by the Chief Financial Officer, with a robust and embedded process of monitoring and managing risks across the Organisation. The Risk management policies and appetite frameworks are reviewed and updated to respond to changing risk profile and environment in which the organisation operates.

4.2 Functions within the CANSA

Functions within the CANSA are divided into ten (10) functions (programmes):

4.2.1 Programme 1 Research

CANSA's core research focus is on reducing risk, early detection and diagnosis, and optimising patient care and support. CANSA uses evidence-based research to inform our advocacy work, our health education programmes, and our service to those living with cancer, their families, and wider community. We collaborate and fund cancer research through our different research programmes.

Personal information kept by the Research Department include:

- Name of Researcher
- Address of researcher
- Identity number (already in the public domain in their CV)
- Titles of researcher
- Researcher's Institution contact details (phone and email)

- Area of expertise
- CV (already in the public domain i.e. University websites)

4.2.2 Programme 2 Advocacy

The CANSA's Advocacy Department drives a strategic process of influencing government, decision-makers about cancer control issues through use of evidence. CANSA is also promoting partnerships and collaboration with other key stakeholder to develop commitments, plans and policies, and allocate the necessary resources from prevention to treatment needed to drive and maintain change towards improved cancer outcomes as well as lowering cancer risk and provision of care and support for individuals diagnosed with cancer as well as those affected by the disease and to be the voice of the voiceless cancer patients and survivors. It further aims at assisting cancer patients and survivors in navigating their cancer journey towards reduction in cancer-related morbidity and mortality. The desired outputs of advocacy activities are to ensure early detection/screening services to all South Africans and to strengthen the health system of South Africa to ensure cancer patients get treatment timeously.

The following data forms part of the Advocacy records:

- Full names;
- ID Number;
- Home Address;
- Work Address;
- Email address;
- Cell number;
- Diagnosis;
- Name of treating physician/oncologist;
- Name of Hospital where treated;
- Hospital/Clinic number of patient;
- Current treatment;
- Unique problems and needs.

4.2.3 Programme 3 Health Promotion and Early Detection

The department promotes public health and reduces cancer-related health risks through communication strategies and activities that will influence behaviour and change attitudes. It offers cancer screening programmes to detect cancer early to permit less aggressive treatment, leading to a better quality of life of the patient, and is associated with significantly reduced mortality. It educates the public on the causes of cancer and the importance of early detection and regular screening. The professional nurses within the Department offer screening for some of the most common cancers.

It engages with communities and foster partnerships to enhance the well being of people who need such information to lead healthy lives and reduce their risk of cancer.

The department is involved with grant funded programmes. This reports to the funders involved providing statistics on the outcomes of interventions. It is also involved with tobacco control work.

CANSA's health awareness campaigns are another focus area in this Department.

Data kept by the Department includes:

- Patient intake forms containing personal data;
- Completed counselling forms;
- Quality of Life Assessment tool;
- Attendance registers; and
- Patient satisfaction surveys.

All forms that are used are part of the service delivery documents used by the CANSA.

The Department does not provide personal data of the patients to the funder. It shares pictures on social media having received written consent prior to posting the pictures.

Tobacco Control

This programme is focussed on mobilising communities towards supporting the Tobacco Products and Electronic Delivery Systems Bill to ensure the Bill is passed into legislation.

The second grant funded programme that is involved with tobacco control work does not collect personal data. However, the Department conducts training sessions which includes volunteers completing a training register as per a CANSA template.

The reports to the funders involve providing statistics on the outcomes of interventions.

We share pictures of our work on social media after receiving written consent to share pictures before posting.

4.2.4 Programme 4 Care and Support of Individuals Affected by Cancer

Through community programmes, the Department is responsible for the care and support of individuals affected by cancer. It offers care and support through Tele Counselling, clinical counselling, support groups, home-based care and its Information and Support Desks located at treatment and care centres. Furthermore, it provides temporary accommodation in CANSA's Care Homes for patients having treatment far from where they live. And it also provides support and care for children and their families in three paediatric oncology wards around the country.

The following are functions/activities within the Care and Support Programme:

- Stoma Support – assisting patients on correct use of stoma equipment.
- Breast Protheses & Bras – for patients who have had a mastectomy (surgical removal of the breast).
- Lymphoedema Garments – Teaching patients suffering from lymphoedema on how to correctly and effectively use the various lymphoedema garments.
- Adult Incontinence Support – Assisting and supporting individuals who suffers from incontinence problems.
- Medical Equipment Hire – Hiring out various medical equipment to individuals who require such equipment over a “short” period without a need to have to buy the (often very expensive) equipment.
- Wigs & Headwear – Provision of wigs and headwear for those who have lost their hair following chemotherapy as part of their cancer treatment.
- Support for Children & Families, support for Teens & Families, and support for Young Adults & Families on a continuous basis for as long as it is needed.
- Individual Counselling and tele counselling is also offered in seven indigenous languages.

- Support Groups – these groups comprise of trained counsellors who work with individuals who are diagnosed and/or affected by various cancers to provide care and support to individuals diagnosed with different cancers. Each support group provides care and support to individuals with a particular cancer diagnosis.
- Home-based Care – is arranged wherever trained home-based carers are available to assist cancer patients within their own homes.
- Dietary Tips and advice - is provided to all patients so that they have the knowledge to adapt their diets and eating habits to the best of their abilities in support of the type of cancer that they have been diagnosed with.
- Palliative Care and Pain Management – this service is provided together with trained volunteers to ensure that patients take appropriate precautions in taking their medicines prescribed by their respective medical doctors and health professionals.
- CancerCare Coping Kit – The CANSA knows how scary and stressful a cancer diagnosis can be. Our CANSA Cancercare Coping Kit offers information to empower & support you to deal with a cancer diagnosis, treatment, possible complications & changes in body image, emotions and social issues. It also provides practical advice to cancer patients, their loved ones, caregivers and friends to help make their cancer journey easier to bear and to help them to take control, by making informed choices.
- iSurvivor Email Support - Here cancer patients interact with others *who have a real understanding of their life experience*, and mutual sharing of coping strategies and valuable information takes place. The iSurvivor Online Support Programme guides cancer Survivors (anyone who has heard the words ‘you have cancer’) along their journey and help them cope better while receiving weekly emails.
- iSurvivor Metastatic Breast Cancer Email Support – guides patients diagnosed with metastatic breast cancer (MBC) along their journey and help them cope better whilst receiving weekly emails.
- Kickbutt Email Support – provides help and support to quit smoking with additional support of weekly emails.
- CANSA INFO Desk – visit CANSA’s Website to find information on the various info-support provided by the CANSA at www.cansa.or.za.

The following data is collected and stored as part of the above functions/activities:

- Full names
- Identity number
- Gender
- Population group
- Physical address
- Marital status
- If married, particulars of spouse
- If under age, particulars of parent/legal guardian
- Name of Caregiver
- Medical history inclusive of cancer diagnosis
- Date of cancer diagnosis
- Type of care/treatment/support required, e.g. Counselling, home-based care, medical equipment, wound care, meals, health information, food parcels, risks/care information, and any other needs.

4.2.5 Programme 5 HR Management (inclusive of Skills Development)

The Human Resources Department strives for attracting, retaining and developing talent, thereby building capacity within the Organisation. It strives towards:

- Being successful in attracting talented staff and complement CANSA's brand;
- Retaining talented staff to ensure continuous operation of CANSA;
- Training of staff to ensure an optimum skilled and effective workforce;
- To expand CANSA's workforce capacity in an affordable and sustainable manner; and
- To comply with all legislation, requirements and mandates.

Personal information kept by the Human Resources Department include:

- Completed and Signed Employee Information form;
- Signed Employment offer and contract;
- Copies of Identity Document and Driving licence;
- Signed Employment Equity Declaration;
- Signed CANSA Declaration of interest;
- Signed POPIA Compliance consent form;
- Signed Code of conduct and ethics policy;
- Bank account and confirmation documentation;
- Copies of CV and Qualification(s);
- Completed Pre-employment questionnaire;
- Completed Pension Fund Nomination forms;
- Pension Fund Estimates and Statements;
- SARS income tax verification documentation;
- Salary Adjustment/Increase documentation;
- Medical Aid documentation;
- Disciplinary documentation (Including warnings); and
- Change in position documentation.

4.2.6 Programme 6 Financial Management

The finance function is traditionally responsible for all of the day-to-day financial management for the CANSA: budgeting, cash flow management, financial reporting, tax matters, risk management, Company Secretariat and overall internal financial controls within CANSA.

The following are included:

- Corporate Governance Report
- Directors' Report
- Independent Auditor's Report
- Statement of Financial Position
- Statement of surplus/Deficit and Other Comprehensive Income
- Statement of Cash Flows
- Accounting Policies
- Personal information (kept in CANSA's financial system such as Sage 300, Pastel, and EFTSure and other platforms)
- Names
- Identity numbers
- Address
- Company registration
- Bank account numbers

- Company and personal eax information
- Donor personal information (Section 18A register)
- Bequest Register
- Trust information.

The data is collected and stored in-cloud as part of the above functions/activities.

4.2.7 Programme 7 Administration, Compliance, and Procurement

CANSA complies with the following Acts and reports on this quarterly to the Audit Committee and Board of Directors:

- Constitution of the Republic of South Africa, 1996 (Act No 108 of 1996) as amended;
- Companies Act of South Africa 1993 (Act No 61 of 1993) as amended;
- Income Tax Act, 1962 (Act No 58 of 1962);
- Non-profit Organisations Act, 1997 (Act No 71 of 1997);
- Value Added Tax Act, 1991 (Act No 89 of 1991);
- Protection of Personal Information Act, 2013 (Act No 4 of 2013);
- Allied Health Professions Act, 1982 (Act No 63 of 1992) as amended;
- Basic Conditions of Employment Act (Act No 75 of 1997);
- Compensation for Occupational Injuries and Diseases Act (Act No. 130 of 1993);
- Employment Equity Act (Act No 55 of 1998);
- Health Professionals Act, 1974 (Ac No 56 of 1974);
- Labour Relations Act, 1995 (Act No 66 of 1995);
- Pension Fund Act, 1956 (Act No 24 of 1956) as amended;
- Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (Act No 4 od 2000);
- Skills Development Act, 1998 (Act No 97 of 1998);
- Unemployment Insurance Act, 2001 (Act No 63 of 2001);
- Occupational Health and Safety Act, 1993 (Act No 85 of 1993);
- Children’s Act, 2005 (Act No 38 of 2005);
- Drug Control Amendment Act, 1974 (Act No 65 of 1974);
- Drugs Laws Amendment Act, 1971 (Act No 95 of 1971);
- The South African Human Rights Commission Act, 2013 (Act No 40 of 2013);
- Human Tissue Act, 1983 (Act No 65 of 1983);
- Medicines and Related Substances Amendment Act 59 of 2002;
- Medicines and Related Substances Act, 1965 (Act No 101 of 1965) as amended;
- Nursing Act, 1978, (Act No 50 of 1978) as amended;
- Fundraising Act, 1978 (Act No 107 of 1978);
- Lotteries Act, 1997 (Act No 57 of 1997);
- Medical Schemes Act, 1998 (Act No. 131 of 1998);
- Copyright Act, 1978 (Act No 98 of 1978) as amended;
- Tobacco Products Control Act, 1993 (Act No 83 of 1993) as amended;
- Intellectual Property Laws Amendment Act, 2013 (Act No 28 of 2013);
- The Trade Marks Act 194 of 1993;
- Prescription Act, 1969 (Act No 68 of 1969);
- Broad-based Black Economic Empowerment Act, 2003 (Act No 53 Of 2003);
- Protected Disclosure Act, 2000 (Act No 26 of 2000); and
- The Tax Administration Act, 2011 (Act No 28 of 2011).

Procurement:

CANSA's Delegation of Authority policy dictates approval levels. The Procurement and Expenditure Policy describes requirements for approval, accountability, transparency and ethical and fair treatment of service providers and suppliers, as well as when and how tender processes must be followed.

Administration:

The Administration Department is responsible for:

- data gathering which feeds into the financial reports
- Management of office overhead budgets
- maintenance of registers and trackers for administration flow
- disaster management
- facility management
- Occupational health and safety
- Insurance
- asset management
- stock control

4.2.8 Programme 8 Sustainability (Income Generation)

The CANSA's fundraising model is a diverse and multifaceted approach that relies on a combination of community engagements, corporate partnerships, and individual donations to support its core offerings and mission of fighting cancer and providing care and support to individuals affected by cancer. Its income streams are made up of the following projects:

Shavathon - This signature event involves participants shaving or spraying their heads or donating hair extensions to raise funds for cancer research and patient support services. The act of shaving or spraying symbolises solidarity with cancer patients and their families, while the funds raised contribute significantly to CANSA's overall fundraising efforts.



Relay for Life - A 24-hour relay "race" that brings together teams of friends, families, and colleagues to walk or run in support of cancer awareness and fundraising. It also provides an opportunity to remember loved ones who had lost the fight against cancer during a luminary event. The event fosters a sense of community and camaraderie while generating crucial funds to combat cancer and to provide care and support those individuals affected by cancer.



Cuppa for CANSA (High Teas) - Elegant high tea gatherings hosted by individuals or groups to raise funds for CANSA. These events provide a sophisticated and social setting for supporters to connect and contribute to the fight against cancer and to provide care and support those individuals affected by cancer.



Cause-Related Marketing - Partnerships with corporates to integrate the CANSA's messaging and fundraising opportunities. This approach effectively reaches targeted audiences and raises awareness and support for CANSA's cause while allowing corporates to reach their Corporate Social Investment Objectives.

CANSA Active - A platform that promotes healthy lifestyles and physical activity while raising funds for cancer prevention and research. CANSA Active organises various sporting events and challenges, encouraging participants to engage in physical fitness while supporting a worthy cause.



CANSA Charity Shops – The CANSA Charity Shops play a significant role in generating revenue for the Organisation. These stores accept donations of used clothing, furniture, appliances, and other household items. The proceeds from the sale of these items are used to support CANSA's core offerings, namely Research, Education, and Support.

Through these diverse fundraising initiatives, CANSA effectively engages individuals, communities, and corporate partners in the fight against cancer, generating the resources necessary to continue its mission of providing critical support and advocacy for cancer patients and their families.

CANSA gathers various data from participants of its fundraising activities, including:

- Donor demographics: such as full names, age, gender, contact details, bank account, and identity number;
- Donation type and amount: such as cash, online donation, in-kind donation, and any other type of donation; and
- Donor feedback: The CANSA collects feedback from donors through surveys, focus groups, and direct communication which provides insight into donor motivation, satisfaction levels, and suggestions for improvement.

4.2.9 Programme 9 Marketing and Communication

Enhancing the image of CANSA, through an effective marketing and communication strategy, to create top-of-mind awareness of value propositions and to contributing to leading South Africa towards a cancer-free society.

CANSA gathers various data from participants of its Marketing and Communication activities, including:

- Share Your Story – Gathering stories from volunteers and patients;
- Lifestyle Risk Assessment – collecting information regarding lifestyle habits;
- Newsletter subscriber particulars;
- Data on Individual Giving Programme – includes online campaigns, people subscribing through Facebook and Act4CANSA site;
- Payfast (Online Database Payfast Database);
- Snapscan / Zapper – data of online donors;
- Media List (Online Database Touchbase) – for distribution of media releases;
- Annual Integrated Report (data collection) which will become public domain information;
- Donor demographics: such as full names, age, gender, contact details, bank account, and identity number.

4.2.10 Programme 10 Sound Corporate Governance

CANSA adheres to the principles of sound governance based on:

- Implementing and practising good governance;
- Ensuring all documentation and policies are compliant with the Companies Act and aligned with the King IV report to support transparency and accountability;
- Adhering to ethical leadership and corporate citizenship;
- Governing CANSA ethically and effectively through our board of directors;
- Establishing an ethical culture through effective governance;
- An effective Memorandum of Incorporation (MOI) remains relevant;

- Ensuring strategic alignment to our purpose;
- Aligning CANSA's strategy, purpose, value drivers, and legitimate interests and reasonable expectations of stakeholders;
- Governing risk to support CANSA in setting and achieving our strategic objectives;
- Establishing a risk committee to control and monitor risk through an effective integrated risk management system;
- Ensuring CANSA has an effective and independent audit and risk committee chaired by an independent non-executive director;
- Establishing an internal and external audit function to analyse and evaluate business processes and associated controls systematically and objectively;
- Ensuring CANSA's transparency and accountability through effective integrated reporting and disclosure;
- Maintaining a Quality Assurance framework;
- Playing our part as a good corporate citizen through fulfilling social, community and environmental needs, acting as a collective voice and holding others accountable;
- Actively establishing stakeholder relationships that result in the governance outcomes of trust, good reputation, and legitimacy;
- Appointment of skilled personnel in key areas and have fair remuneration practices; and
- Governing technology and information in a way that supports us in setting and achieving our strategic objectives, including the development of organisation-specific technology and software that will make us a leader in our field for effective and safe data gathering and application.

Personal information (data) that appears in the records include -
Board Members and Sub-Committee members:

- Full names;
- ID Numbers;
- Home Address;
- Work Address;
- Email address; and
- Office contract numbers and Cell numbers.

CANSA Members:

- Full names;
- ID Numbers;
- Address or postal address;
- Contact number/cell number; and
- Email address.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE CANCER ASSOCIATION OF SOUTH AFRICA (CANSA)

5.1 Chief Information Officer

The Chief Information Officer (Section 51(1)(B) of the Act)

Full names of the CEO	Elizabeth Gertruida Joubert
Telephone number	011 616 7662
Email	ceo@cansa.org.za

The Act prescribes the appointment of an Information Officer for Public Bodies where such Information Officer is responsible to, *inter alia*, assess requests for access to information. The Head of a Private Body fulfils such a function in terms of section 51. The CANSA has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.

The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of the Protection of Personal Information Act 2013 (Act No 4 of 2013) after registering with the Information Regulator.

The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of Section 17 of the Act as well as section 56 of the Protection of Personal Information Act 2013 (Act No 4 of 2013). This is in order to render the CANSA as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of Section 55 of the Protection of Personal Information Act 2013 (Act No 4 of 2013). All requests for information in terms of the Act must be addressed to the Information Officer.

5.2 Deputy Information Officer(s)
Full names of DIO Anna Catharina Hamman
Telephone number 012 329 3036
Email chamman@cansa.org.za

5.3 Access to information – general contacts
Information Desk No name
Email info@cansa.org.za

5.4 National Head Office
Postal Address PO Box 2121
Bedfordview, 2008
Physical Address 26 Concord Road West
Bedfordview, 2008
Telephone 011 616 7662
Email info@cansa.org.za
Website www.cansa.org.za

6. GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC)

The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:

Contains information on understanding and how to use the Act;
The objectives of the Act;

Particulars of every Public and Private Body;
The manner and form for requests;
Contents of the Regulations promulgated under the Act.

The Guide is available in all the official languages of the Republic of South Africa.

Any enquiries regarding this Guide should be directed to: The South African Human Rights Commission, at:

PAIA Unit (The Research and Documentation Department), Private Bag X2700, Houghton, 2041. Telephone Number: (011) 877-3803.

Facsimile Number: (011) 403-0625

Website: www.sahrc.org.za E-mail Address: section51.paia@sahrc.org.za.

The Guide is available for inspection, *inter alia*, at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, corner York and St. Andrews Street, Parktown and on its website at www.sarhc.org.za.

7. RECORDS OF THE CANSA AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))

Records held by the CANSA in order to operate. These records are not available automatically. The CANSA hold the following subjects and categories of records in electronic or physical format, which do not make them automatically available. You may request access to them. The requester must use Form 2 - Request for Access to Record to determine which records are available without request.

Companies Act Records

Memorandum of Incorporation and CIPC-related incorporation documents.

Records relating to the appointment of directors / auditors / other officers

Financial Records

All financial statements

Financial policies and procedures

Transactional records

Income Tax Records

Value Added Tax (VAT)

Unemployment Insurance Fund (UIF)

Workmen's Compensation

Personnel Documents and Records

Employment Equity Plan

SETA records

Employee records in employment lifecycle

Staff qualifications

Training records and material

Media, Marketing and Communication

Media releases

Newsletters, brochures, and advertising material

Secretarial and Governance

Codes of conduct
Meetings and minutes
Legal compliance records
Policies and procedures
Strategic plans

Funder-related Records

Funder contracts and agreements
Funder reporting (monthly, quarterly, and annual)

Third Party Records

Tax clearance
Bank confirmation letter
CoR39 Company information
BBBEE certificate
Company profile
Various Company registration documentation
Directors' Identity documentation

Strategic Documents, Plans, and Proposals

Strategic plan
Performance plans

Human Resources

Human Resource policies and procedures
Advertised posts
Employee records

As Well As:

Minutes of meetings
Word/PDF minutes
Audio recordings

The information is classified and grouped according to records relating to the following subjects and categories:

- Personnel Records
- Personal records provided by personnel
- Records provided by a third party relating to personnel
- Conditions of employment and other personnel-related contractual and quasi-legal records
- Internal evaluation records and other internal records
- Correspondence relating to personnel
- Training schedules and material.
- "Personnel" refers to any person who works for, or provides services to or on behalf of the CANSA, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the CANSA. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers
- Customer Related Records
- Records provided by a customer to a third party acting for or on behalf of the CANSA
- Records provided by a third party

- Records generated by or within the CANSA relating to its customers, including transactional records. A “customer” refers to any natural or juristic entity that receives services from the CANSA. Private Body Records
- Financial records
- Operational records
- Information Technology
- Marketing and Communication records
- Internal Correspondence
- Statutory records
- Internal Policies and Procedures/Standard Operation Procedures
- Records held by officials of the institution. These records include, but are not limited to, the records which pertain to the CANSA’s own.

The CANSA may possess records pertaining to other parties, including without limitation contractors, suppliers, joint venture companies, and service providers.

Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before the CANSA will consider access.

8. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

Records of a public nature, typically those disclosed on the CANSA’s website and in its various integrated reports, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application.

9. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Where applicable to its operations, the CANSA also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information.

A request to access must be done in accordance with the prescriptions of the various Acts:

- Auditing Professions Act, 2005 (Act No. 26 of 2005);
- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- Broad-Based Black Economic Empowerment Act, 2003 (Act No 53 of 2003);
- Companies Act, 2008 (Act No. 71 of 2008);
- Compensation of Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993);
- Constitution of the Republic of South Africa, 2008 (Act No 108 of 1996);
- Copyright Act, 1978 (Act No. 98 of 1978);
- Cybercrimes Act, 2020 (Act No. 19 of 2020);
- Electronic Communications Act, 2005 (Act No. 36 of 2005);
- Employment Equity Act, 1998 (Act No. 55 of 1998);

- Income Tax Act, 1962 (Act No. 58 of 1962);
- Intellectual Property Laws Amendment Act, 1997 (Act 38 of 1997);
- Labour Relations Act, 1995 (Act No. 66 of 1995);
- Occupational Health and Safety, 1993 (Act No. 85 of 1993);
- Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);
- Protection of Personal Information Act, 2013 (Act No. 4 of 2013); and
- Unemployment Insurance Act, 1966 (Act No. 30 of 1966).

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

The Guide on how to use PAIA (“Guide”), in an easily comprehensive form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA is available on the CANSAs website and Head Office.

The Guide is available in English.

The Guide contains the description of:
The objects of PAIA and POPIA

The postal and street address and phone number of:
The Information Officer of CANSAs
The Deputy Information Officer of CANSAs designated in terms of Section 17(1) of PAIA and Section 56 of POPIA.

The manner and form of a request for:

- Access to a record of the CANSAs as contemplated in Section 11(1) of PAIA; and
- Access to a record of CANSAs as contemplated in Section 50(1) of PAIA.

The assistance available from the IO of CANSAs in terms of PAIA and POPIA;

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

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 a request.

11. REQUEST PROCEDURE

Procedural Requirements

- The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- The requester must complete the prescribed form and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, or electronic mail address.
- The prescribed form must be filled in with sufficient information to enable the Information Officer to identify the record or records requested; and the identity of the requester.
- The requester should indicate which form of access is required and specify a postal address or fax number of the requester in the Republic.

- The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must also clearly specify why the record is necessary to exercise or protect such a right (Section 53(2)(d)).
- The CANSA will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (Section 53(2)(f)).
- If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- The requester must pay the prescribed fee, before any further processing can take place.
- All information as listed herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

12. REFUSAL OF ACCESS TO RECORDS BY THE CANSA

Grounds to Refuse Access

A Private Body such as the CANSA is entitled to refuse a request for access to information on the following grounds:

The main grounds for the CANSA to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party who is a natural person or a deceased person (Section 63) or a juristic, as included in the Protection of Personal Information Act 2013 (Act No 4 of 2013), which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 2013 (Act No 4 of 2013)
- Mandatory protection of the commercial information of a third party (Section 64), if the record contains trade secrets of the third party; financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- Information disclosed in confidence by a third party to the CANSA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties (Section 65) if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property (Section 66);
- Mandatory protection of records which would be regarded as privileged in legal proceedings (Section 67).

- The commercial activities (Section 68) of a Private Body, such as the CANSA, which may include:
 - Trade secrets of the CANSA;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the CANSA
 - Information which, if disclosed could put the CANSA at a disadvantage in negotiations or commercial competition;
 - A computer program which is owned by the CANSA, and which is protected by copyright;
 - The research information (Section 69) of the CANSA or a third party, if its disclosure would disclose the identity of the CANSA, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
 - Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
 - All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
 - If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

13. REMEDIES AVAILABLE WHEN THE CANSA REFUSES A REQUEST

As a Private Body, the CANSA does not have an internal appeal procedure. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

A requester or third party, dissatisfied with the Information Officer's decision to not grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

14. ACCESS TO RECORDS HELD BY THE CANSA

Records held by the CANSA may be accessed by requests only once the prerequisite requirements for access have been met by the requester. A requester is any person making a request for access to a record of the CANSA. The requester must complete Form 2 to access records held by the CANSA.

15. FEES PAYABLE

The following fees shall apply as provided by the Act:

Item:	Description:	Amount:
1.	Request fee, which is payable by every requester	R140,00
2.	Photocopy or printed black & white copy for every A4 page	R2,00 per page or part of a page
3.	Printed copy of A4-size page	R2,00 per page or part of a page
4.	For a copy in a computer-readable form on: A flash drive (provided by the requester) A compact disc (provided by the requester) A compact disk (provided by the CANSA)	R40,00 R40,00 R60,00
5.	For a transcription of visual images, for an A4-size page or part of a page	This service may be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of any other visual images	This service may be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24,00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disk (provided by the requester) For a copy of an audio record on compact disk (provided by the CANSA)	R40,00 R40,00 R60,00
9.	For a copy of an audio record - for each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R145,00 R435,00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email, or any other electronic transfer	Actual expense (if any)

16. APPLICABLE TIMELINE TO EXECUTE A REQUEST FOR ACCESS

The CANSAs will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30 (thirty) day period within which the CANSAs has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large volume of information, or the request requires a search for information held at another office of the CANSAs and the information cannot reasonably be obtained within the original 30 (thirty) day period.

The CANSAs will notify the requester in writing should an extension be sought.

Please refer to **Section 5** for the names and contact details of CANSAs':

Chief Information Officer

and

Deputy Information Officer

