

**INFORMATION MANUAL IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT, No. 2 of 2000
("the Act") as amended**

**IQ Academy (Pty) Ltd
(Reg 2006/033114/07)
("IQ Academy")**

Version	Approval date	Author	Review period
1	31/08/2024	David Nel	2 years

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Head office: 57A Western Avenue, Vincent, East London, 5201. iQ Academy (Pty) Ltd Company Registration No.2006/033114/07 is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, 1997, Registration Certificate No. 2012/HE07/001.

Directors: L Fourie, N Grobbelaar, GL Robinson, HC van Heerden

1 Introduction

The Promotion of Access to Information Act 2 of 2000 (the "Act") upholds the right to access information in records held by public or private bodies, which is necessary for exercising or protecting rights as outlined in the Bill of Rights of the Constitution of the Republic of South Africa, 1996 (the "Constitution").

The Act specifies the procedures and requirements for making such requests, along with the grounds for refusing them. It recognizes that the right to access information is not unlimited and should be subject to reasonable limitations, including:

- Protection of privacy
- Commercial confidentiality
- Effective, efficient, and good governance

The right to access information must also be balanced against other rights in the Constitution. The manual provides requestors with the necessary procedural and other requirements to comply with the Act.

General Information

In this document, references to "iQ" or "the Group" are to Aspire Academic Holdings (Pty) Ltd (reg: 2015/370342x/07) and its subsidiary and affiliates companies, including divisions, and business units. The Group consists of:

- iQ Academy (Pty) Ltd. (reg: 2006/033114/07)
- Imfundo Finance RF (Pty) Limited (reg: 2016/419633/06)
- Aspire Group (Pty) Ltd (reg: 2007/003887/07)

iQ is a private tertiary institution, and an industry leader in providing an online platform for both short course subjects and higher education.

All requests for access to records in accordance with the Act for the Group must be made in writing and sent to the Chief Information Officer at the contact details listed below.

Information Officer: David Nel
Street Address: 57A Western Avenue, Vincent, East London, 5201
Contact Number: 087 086 6065
Email Address: regulatory@iqa.ac.za

2 Guide on how to use the PAIA and how to obtain access to the guide

2.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, 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.

2.2. The Guide is available in each of the official languages and in braille.

2.3. The aforesaid Guide contains the description of

2.3.1. the objects of PAIA and POPIA;

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

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- 2.3.2.1. the Information Officer of every public body, and
- 2.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA1 and section 56 of POPIA2;
- 2.3.3. the manner and form of a request for-
 - 2.3.3.1. access to a record of a public body contemplated in section 113; and
 - 2.3.3.2. access to a record of a private body contemplated in section 504;
- 2.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 2.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 2.3.6. 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-
 - 2.3.6.1. an internal appeal;
 - 2.3.6.2. a complaint to the Regulator; and
 - 2.3.6.3. 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;
- 2.3.7. 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;
- 2.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 2.3.9. the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and
- 2.3.10. the regulations made in terms of section 9211.
- 2.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 2.5. The Guide can also be obtained-
 - 2.5.1. upon request to the Information Officer;
 - 2.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

3 Categories of records of IQ Academy which are available without a person having to request access

- 3.1 The information on our website can be accessed automatically by you without needing to go through the formal PAIA request process.
- 3.2 You shall also have access, subject to verification, to your information insofar as it appears on your personal profile / dashboard, in relation to any of the product offerings you have taken up with IQ Academy

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4 Records of IQ Academy which are available in accordance with any other legislation

Records available in terms of other legislation, as amended, are as follows:

- Labour Relations Act 66 of 1995;
- Employment Equity Act 55 of 1998;
- Basic Conditions of Employment Act 75 of 1997;
- Compensation of Occupational Injuries and Diseases Act 130 of 1993; Companies Act 71 of 2008;
- Unemployment Insurance Act 63 of 2001;
- Income Tax Act 58 of 1962;
- Skills Development Act 97 of 1998;
- Further Education and Training Colleges Act 16 of 2006;
- Higher Education Act 101 of 1997;
- Protection of Personal Information Act 4 of 2013.
- Electronic Communications and Transactions Act 25 of 2002
- Prevention and Combatting of Corrupt Activities Act 12 of 2004
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000

5 Description of the records of IQ Academy which are available in terms of other legislation

The following records of may be available upon request:

- Companies Act records;
- Financial records;
- Tax records;
- Asset records;
- Income and other tax records;
- Employment records;
- Employment policies;
- Information technology records;
- Procurement records;
- Other party records.

Please note that listing a category or subject matter in this manual does not guarantee that access to such records will be granted. Each request will be evaluated individually based on its own merits. IQ Academy reserves the right to refuse access to records in accordance with the provisions of the Act.

6 Personal information collected by IQ Academy

6.1 Customers

6.1.1 Names, ID numbers, contact details, bank details, physical and postal address, nationality, gender, correspondence, banking details, contractual documents and agreed terms, sponsor agreements, electronic data, IP address and login records, cookies, GPS data, training records, payment records;

6.2 Employees including temporary staff, directors and shareholders

6.2.1 Names, ID numbers, contact details, bank details, physical and postal address, nationality, gender, correspondence, banking details, contractual documents and agreed terms, employment history, CV, medical information, training records, disciplinary records, criminal checks, conflicts of interest;

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6.3 Contract service providers

6.3.1 Legal entity name, physical and postal address, registration numbers or ID numbers, financial information, authorised signatory information (including ID numbers)

7 Processing of Personal Information

iQ Academy collects personal data and / or other information in order to:

- 7.1 provide services, and administer the relevant tertiary education courses offered;
- 7.2 comply with statutory obligations;
- 7.3 communicate with relevant parties, as well as retain past communication records;
- 7.4 further market the brand and generate future marketing materials;
- 7.5 retain and make information available on its website;
- 7.6 maintain and update customer or potential customer databases;
- 7.7 verify identities on its website;
- 7.8 deal with customer support queries;
- 7.9 protect rights in any litigation;
- 7.10 to create user profiles and analyse and compare how users make use of its website and learning platform, including (without limitation) percentage of completion of study, testing marks, preferences, frequency and times of use, trends and demographics; and
- 7.11 for other purposes relevant to its business activities, provided the purposes are lawful.

8 The recipients to whom the personal information may be supplied

In conducting operations, iQ Academy may be required to supply personal information to a number of recipients below. Best efforts will be made to ensure that iQ Academy enter into written agreements ensuring compliance with the requirements of confidentiality.

- 8.1 Employees;
- 8.2 Directors and shareholders;
- 8.3 Temporary staff;
- 8.4 Contracted service providers;
- 8.5 Qualifications boards;
- 8.6 Credit Bureaus; and
- 8.6 Legal requests from offices such as SAPS, court order, etc;

9 Planned transborder flows of personal information

We may share personal information we collect with third-party service providers, including those providing cloud services in international jurisdictions, with whom we conduct business or use their services or products.

10 General description of Information Security Measures to ensure the confidentiality, integrity and availability of the information

Appropriate measures are in place to ensure no loss, corruption or unlawful access to personal information occurs. These measures include the following:

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- 10.1 Updated virus and anti malware protection and regular scanning;
- 10.2 Sophisticated firewalls in place;
- 10.3 Access controls to data stored on site;
- 10.4 Secure VPN for staff;

11 Request Procedures

Any person seeking access to information ("the requestor") must complete the prescribed form (please complete the "Request for Access Form" ("Request form") which is available at <https://info regulator.org.za/>).

This request must be submitted in writing and directed to the Information Officer using the contact details provided in section 2 above, and comply fully with the requirements of the Request form, otherwise the request will be returned to the requestor.

If the request is made on behalf of another person, the requestor must provide proof of their authority to make the request, to the satisfaction of the Information Officer.

The Information Officer will decide whether to grant or decline the request and will notify the requestor in the required format.

If the request is granted, a fee as per section 12 may be raised for searching, reproducing, and preparing the record, including any additional time beyond the prescribed hours needed for these tasks.

If, despite reasonable efforts, the requested record cannot be found, IQ Academy will inform the requestor accordingly.

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