



UNIVERSITY OF
MPUMALANGA

Creating Opportunities

UNIVERSITY OF MPUMALANGA

PAIA MANUAL

2024

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List of Acronyms and Abbreviations

DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
Personal Information	Information relating to an identifiable, living, natural person including race, gender, marital status, nationality, age, sexual orientation, religion, conscience, cultural beliefs, language and the birth of person, personal opinions, physical or mental health, ethnic or social origin, and the biometric information of a person.
Personal Requester	A requester seeking access to a record containing personal information about himself or herself.
Record	Recorded information regardless of form or medium resulting in evidence of transmission, preserved for the evidential information it contains.
Request for Access	A request for access to a record of or held by the University.
Requester	Any person making a request for access to a record of or held by the University or a person acting on behalf of the Requester.
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act No.4 of 2013.
UMP	University of Mpumalanga
Regulator	Information Regulator
VC	Vice-Chancellor

1.1 THIS PAIA MANUAL IS USEFUL FOR THE PUBLIC TO

- 1.1.1 Determine the nature of the records which may be readily available at the University of Mpumalanga without the need for submitting a formal PAIA request;
- 1.1.2 Understand how to make a request for access to a record of the University of Mpumalanga;
- 1.1.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 1.1.4 Be familiar with all the internal remedies available from the University of Mpumalanga regarding request for access to the records, before approaching the Regulator or the Courts;
- 1.1.5 Understand the description of the services available to members of the public from the University of Mpumalanga, and how to gain access to those services;
- 1.1.6 Be informed on the description of the Guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.1.7 Understand the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information in relation thereto;
- 1.1.8 Be informed if UMP 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
- 1.1.9 Be informed of the appropriate security measures to ensure confidentiality and integrity and availability of the personal information which is to be processed.

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Establishment of the University of Mpumalanga

The University of Mpumalanga (hereinafter referred to as UMP or the University) is an institution of higher learning established in August 2013 in terms of the Higher Education Act No.101 of 1997, as amended.

2.1 OBJECTIVES/MANDATE

- 2.1.1 The main strategic objectives of the University are Teaching and Learning, Research and Innovation, and Engagement.
- 2.1.2 The University operates in terms of the Higher Education Act, Act 101 of 1997, as amended, (“the HEA”) and its Institutional Statute and Rules.
- 2.1.3 **Vision:** An African University leading in creating opportunities for sustainable development through innovation.
- 2.1.4 **Mission:** To offer high quality educational and training opportunities that foster the holistic development of students through teaching and learning, research and scholarship, and engagement in collaboration with strategic partners.

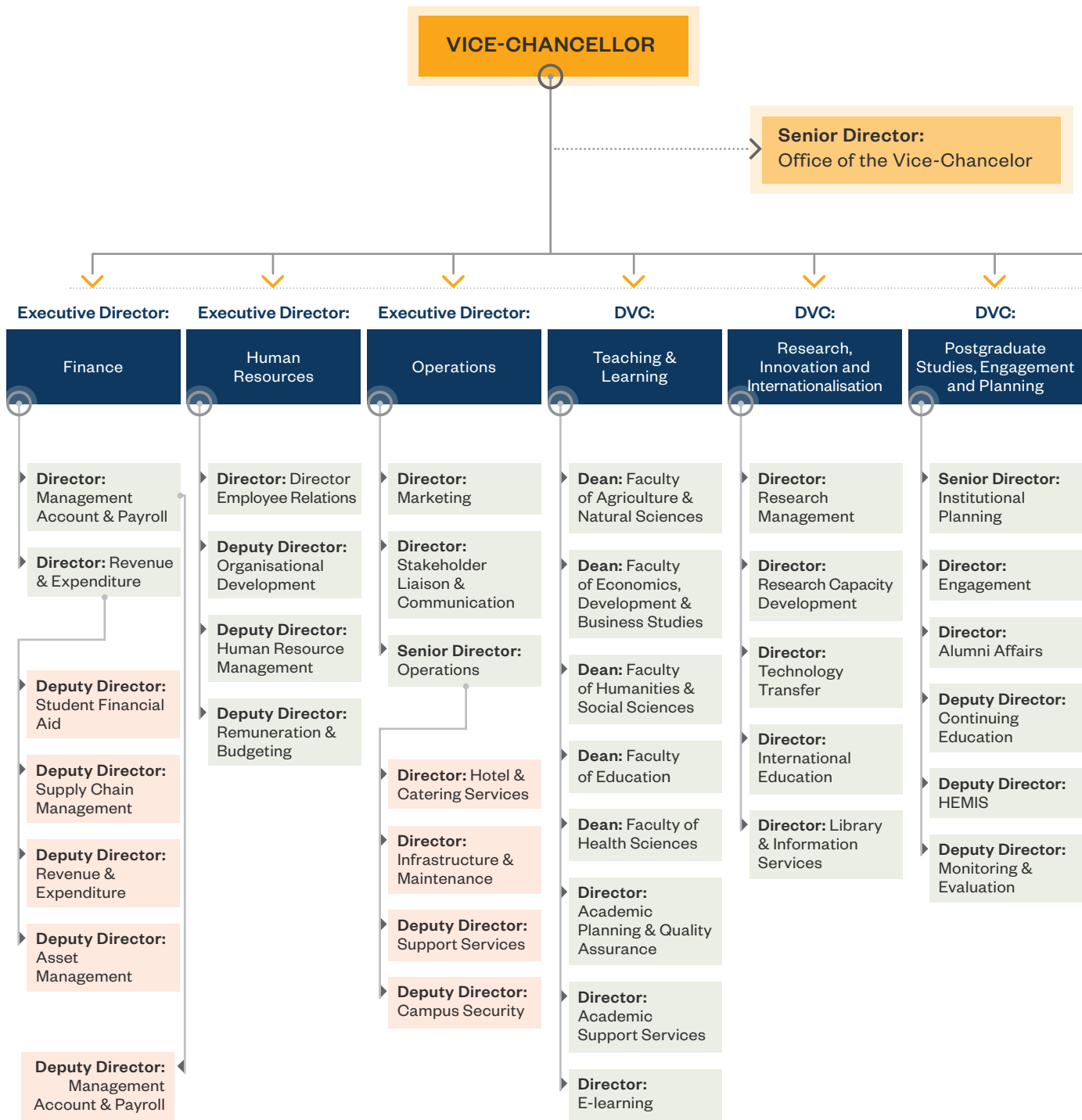
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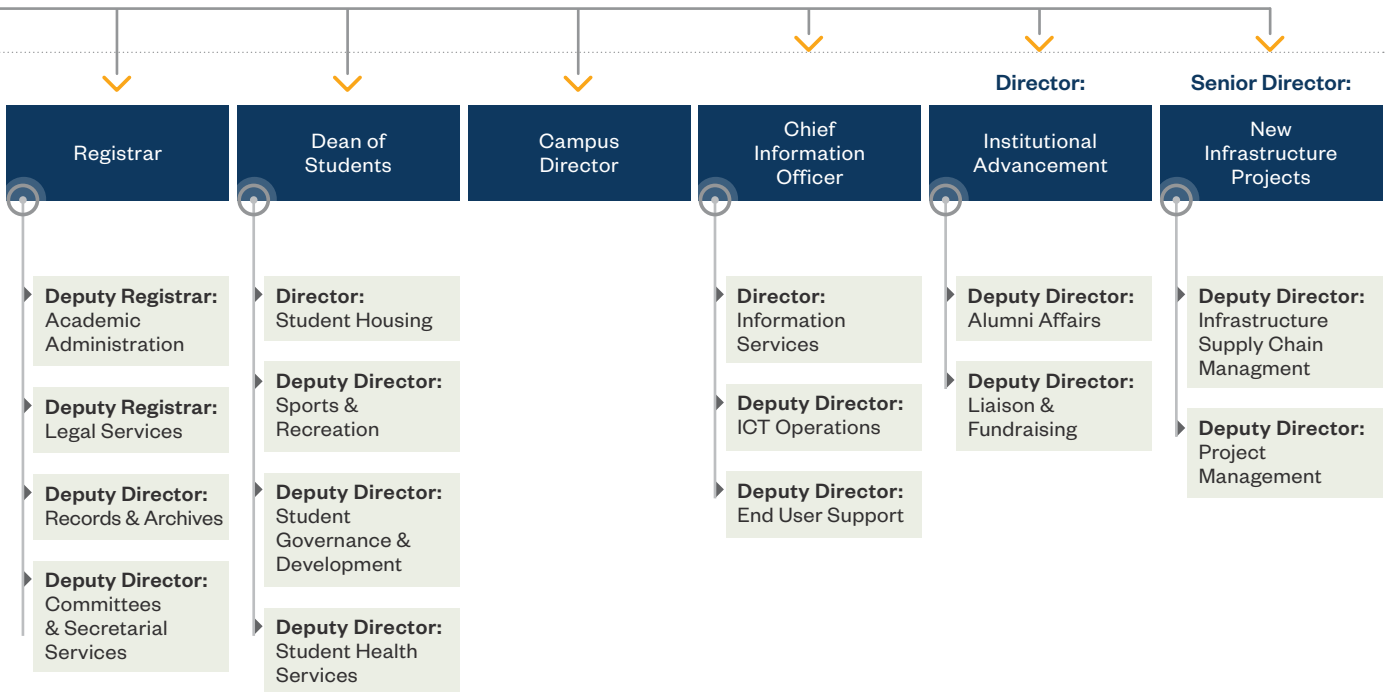
Structure and Functions of the University of Mpumalanga

3.1 STRUCTURE

- 3.1.1 The HEA provides for the following structure:
- Council
 - Senate
 - Institutional Forum
- 3.1.2 The HEA determines that:
- Council governs the public higher education institution
 - Senate is accountable to Council for the academic and research functions, and
 - The Institutional Forum advises Council on matters pertaining to transformation

- 3.1.3 The University is comprised of two campuses, with the main campus situated in Mbombela and the second campus located in Siyabuswa.
- 3.1.4 The Chancellor of the University is Deputy Chief Justice of South Africa, Justice Mandisa Maya, the Vice-Chancellor is Prof Thoko Mayekiso, and the Registrar is Mr Sello Legodi.
- 3.1.5 The Council is the highest governing authority of the University and has 29 members, of whom at least 60 percent are not employees or students of the University. The Council is currently chaired by Mr Sabelo Mahlalela.
- 3.1.6 The Senate is responsible and accountable to the Council for the academic, research, and engagement activities of the University. As the highest authority on academic governance, the Senate approves all academic programmes and matters related to teaching and learning, research, assessment, and engagement activities. Senate further performs any other function delegated or assigned to it by Council. Senate consists of 50 members. The majority of its members are senior academic employees at the level of Associate Professor/ Professor. The Chairperson of the Senate is the Vice-Chancellor, Prof Thoko Mayekiso.
- 3.1.7 The Institutional Forum advises the Council on matters listed in the Higher Education Act (HEA) in relation to transformation and performs functions determined by the Council. It consists of representatives from all the main stakeholders of the University such as Senate, Student Representative Council, Organised Labour, Academic Staff, Support Staff, Management and Council. Prof Hilda Israel is the Chairperson of the Institutional Forum.
- 3.1.8 The Management Committee (MANCO) assists the Vice-Chancellor in her day-to-day management of the University. This committee consists of the Vice-Chancellor; Deputy Vice-Chancellor: Teaching and Learning; Deputy Vice-Chancellor: Postgraduate Studies, Engagement and Planning; Deputy Vice-Chancellor: Research, Innovation and Internationalisation; Registrar; Dean of Students; Siyabuswa Campus Director; Executive Director: Finance; Executive Director: Human Resources; and Executive Director: Operations. The Vice-Chancellor chairs MANCO.
- 3.1.9 Other stakeholders of the University are the academic staff, administrative and support staff, students, convocation, alumni, donors and organized labour. The Students Representative Council (SRC) is properly constituted and is governed by its Constitution, which was approved by Council.
- 3.1.10 A schematic diagram of the structure is as follows:





3.2 FUNCTIONS

3.2.1 The main functions of the University are Teaching and Learning, Research and Innovation, and Engagement.

3.2.2 Currently, the University has three (3) formally constituted Faculties and Eight (8) Schools, which are structured as follows:

Faculty of Agriculture and Natural Sciences:

- School of Agricultural Sciences
- School of Biology and Environmental Sciences
- School of Computing and Mathematical Sciences
- School of Chemical and Physical Sciences

Faculty of Economics, Development and Business Sciences:

- School of Development Studies
- School of Hospitality and Tourism Management
- School of Social Sciences

Faculty of Education

- School of Early Childhood Education

3.2.3 The University currently offers seventy five (75) formal qualifications:

- a) Two (2) Higher Certificates
- b) Six (6) Diplomas
- c) Thirteen (13) Bachelor's Degrees
- d) Seven (7) Advanced Diplomas
- e) Four (4) Post Graduate Diplomas
- f) Twenty-three (23) Honours Degrees
- g) Sixteen (16) Masters Degrees
- h) Four (4) Doctoral Degrees

4

Key Contact Details for Access to Information for the University of Mpumalanga

4.1 CHIEF INFORMATION OFFICER

Name:	Prof Thoko Mayekiso, Vice-Chancellor
Telephone No:	013 002 0012
Fax No:	013 755 1110
Email Address:	Thoko.Mayekiso@ump.ac.za

4.2 DEPUTY INFORMATION OFFICER

Name:	Mr Sello Legodi, Registrar
Telephone No:	013 002 0035
Fax No:	086 527 5421
Email Address:	Sello.Legodi@ump.ac.za

4.3 ACCESS TO INFORMATION GENERAL CONTACTS

Email Address:	Zukiswa.Siyongwana@ump.ac.za
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4.4 ADDRESSES:

4.4.1 Mbombela Main Campus:

Postal Address:	Private Bag X 11282 Mbombela, 1200
Physical Address:	Cnr R40 and D725 Roads Mbombela, 1200
Telephone No:	013 002 0001

4.4.2 Siyabuswa Campus:

Physical Address:	Bheki Mfundo Drive Siyabuswa, 0472
Telephone No:	013 002 0800

4.4.3 General Enquiries:

Telephone No:	013 002 0001
Email Address:	Info@ump.ac.za
Website:	www.ump.ac.za

4.5 HOW TO SUBMIT A REQUEST FOR INFORMATION TO UMP

Requests for access to records of UMP may be submitted in person or by e-mail to the deputy information officer. The request must be submitted on the prescribed form. A copy of the form is attached as Appendix A. All relevant portions must be completed. Once completed, the form must be forwarded to a deputy information officer. The names, addresses and contact details of all deputy information officers are listed in Section 4.

In terms of PAIA, where the records requested do not contain personal information of the requester, a request fee is payable by the requester before the request can be dealt with. A further access fee is payable before access to the relevant records is granted.

5

Description of All Remedies Available in Respect of an Act or a Failure to Act by the University of Mpumalanga

If the University of Mpumalanga fails to act as per the requirements of PAIA, the Requester has the following remedies available to address such failure to act:

- a) **Internal Appeal:** The Requester can initiate an internal appeal within the University of Mpumalanga. This involves submitting a formal request to a higher authority or designated internal body within the University to review the initial decision and provide a fresh determination.
- b) **Approaching the Information Regulator:** Alternatively, the Requester may choose to lodge a complaint with the Information Regulator or any regulatory body. This entails following the established process for raising concerns and seeking resolution through regulatory channels.
- c) **The Courts:** In cases where internal appeal or complaint to a regulatory body does not yield satisfactory results, the Requester can resort to approaching the Court with jurisdiction for legal relief.

6

Guide on How to Use PAIA and How to Obtain Access to the Guide

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.

The Guide is available in each of the official languages.

6.1 THE AFORESAID GUIDE CONTAINS THE DESCRIPTION OF

6.1.1 The objects of PAIA and POPIA.

- 6.1.2 The postal and street address, phone, and fax number and, if available, electronic mail address of-
- a) the Information Officer of every public body; and
 - b) every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA.²
- 6.1.3 The manner and form of a request for-
- a) access to a record of a public body contemplated in section 11;³ and
 - b) access to a record of a private body contemplated in section 50.⁴
- 6.1.4 The assistance available from the Information Officer of a public body in terms of PAIA and POPIA.
- 6.1.5 The assistance available from the Regulator in terms of PAIA and POPIA.
- 6.1.6 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-
- a) an internal appeal;
 - b) a complaint to the Regulator; and
 - c) 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.

- 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.

- 6.1.7 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;
- 6.1.8 The provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
- 6.1.9 The notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access.
- 6.1.10 The regulations made in terms of section 92.¹¹

6.2

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

- a) Upon request to the Information Officer;
- b) from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

- 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

Description of the Subjects on which the Body Holds Records and Categories of Records Held by the University of Mpumalanga

The following is a broad description of the records available. This list is not exhaustive and may be amended from time to time.

Subjects on which the University Holds Records	Categories of Records Held on Each Subject
Strategic Documents	<ul style="list-style-type: none"> • UMP Organogram • Strategic Plan: Vision 2030 • Annual Performance Plans • Annual Reports
Finance Documents	<ul style="list-style-type: none"> • Tender/Bid Adverts • Tender Proposals • Tender Awards • Contracts/Service Level Agreements • Supplier Database Registration • Annual Budget • Expenditure and Revenue Management. • Personnel Remuneration and Debtor Management. • Asset Register • Financial Statements • Supply Chain Management and Finance Policies, Procedures and Processes
Human Resources Matters	<ul style="list-style-type: none"> • HR Policies and Procedures • Advertised Positions • Recruitment, Selection, and Placement • Personnel Files • Performance Management and Development • Pension Fund Records • Employee Wellness Records • Employee Remuneration and Benefits. • Training and Development • Bursaries, Scholarships and Sponsorships • Staff Codes • Union Memberships

<p style="text-align: center;">Governance and Management Matters</p>	<p>a) Council</p> <ul style="list-style-type: none"> • Lists and Brief Biographies of Members • Agendas • Minutes of Meetings <p>b) Senate</p> <ul style="list-style-type: none"> • Lists and Positions of Members • Agendas • Minutes of Meetings <p>c) Institutional Forum (IF)</p> <ul style="list-style-type: none"> • Lists and Positions of Members • Agendas • Minutes of Meetings <p>d) Convocation</p> <ul style="list-style-type: none"> • Lists of Members • Agendas • Minutes of Meetings • Convocation Roll <p>e) SRC/CRC</p> <ul style="list-style-type: none"> • Lists and Positions of Members • Agendas • Minutes of Meetings <p>f) University Records</p> <ul style="list-style-type: none"> • The University holds similar records and categories of records in respect of Council and Senate Sub-Committees. For further details kindly contact the Deputy Information Officer.
<p style="text-align: center;">Administrative/Academic Matters</p>	<ul style="list-style-type: none"> • Membership lists of Faculty Boards and School Committees • Faculty and School Committee Meeting Agendas and Minutes • Admission Requirements and Policies • University and Faculties Administration Rules • Internal Procedures and Guidelines

Student Matters	<ul style="list-style-type: none"> • Students Codes • Academic Records • Completed Admission Application Forms • Student Profiles and Statistics • Student Associations and Societies • Student Files and Statistics • Examination Papers/Scripts
Research and Publications	<ul style="list-style-type: none"> • Journal Articles • Books • Book Chapters • Conference Proceedings • Almanac • University Newsletters
Engagement and Partnerships	<ul style="list-style-type: none"> • MoUs with strategic partners nationally and internationally

8

Categories of Records of the University of Mpumalanga which are Available without a Person having to Request Access

Category	Document Type	Available on Website	Available upon Request
Strategic Documents	• UMP Organogram	X	
	• Strategic Plans: Vision 2030	X	
	• Annual Performance Plans		X
	• Annual Reports	X	
Finance Matters	• Tender/Bid Adverts	X	
	• Tender Proposals	X	
	• Tender Awards	X	
	• Contracts/Service Level Agreements		X
	• Supplier Database Registration		X
	• Annual Budget	X	

Finance Matters <i>(Continued)</i>	• Expenditure and Revenue Management		X	
	• Personnel Remuneration and Debtor Management		X	
	• Asset Register		X	
	• Financial Statements		X	
	• Supply Chain Management and Finance Policies, Procedures and Processes	X		
Human Resources Matters	• HR Policies and Procedures	X		
	• Advertised Positions	X		
	• Recruitment, Selection and Placement		X	
	• Personnel Files		X	
	• Performance Management and Development		X	
	• Pension Fund Records		X	
	• Employee Wellness Records		X	
	• Employee Remuneration and Benefits		X	
	• Training and Development	X		
	• Bursaries and Other Sponsorships	X		
	• Union Memberships	X		
	Student Matters	• Application Forms for Admission	X	
		• Application Fees and Tuition Fees	X	
• Residence Fees		X		
• Student Profiles and Statistics			X	
• Academic Records			X	
• Students Codes		X		
• Student Associations and Societies		X		
• Examination Papers/Scripts			X	
Administrative/ Academic Matters	• Membership lists of Faculty Boards and School Committees		X	
	• Faculty and School Committee Meeting Agendas and Minutes		X	
	• Admission Requirements and Policies	X		
	• University and Faculties Administration Rules	X		
	• Internal Procedures and Guidelines		X	

Governance and Management Matters	a) Council		
	• Lists and Brief Biographies of Members	X	
	• Agendas		X
	• Minutes of Meetings		X
	b) Senate		
	• Lists and positions of members	X	
	• Agendas		X
	• Minutes of Meetings		X
	c) Institutional Forum (IF)		
	• Lists and Positions of Members	X	
	• Agendas		X
	• Minutes of Meetings		X
	d) Convocation		
	• Lists of Members	X	
	• Agendas		
	• Minutes of Meetings		X
	• Convocation Roll		X
	e) SRC/CRC		
• Lists and Positions of Members	X		
• Agendas		X	
• Minutes of Meetings		X	
Research and Publications	• Journal Articles	X	
	• Books	X	
	• Book Chapters	X	
	• Conference Proceedings	X	
	• Almanac	X	
	• University Newsletters	X	

9.1 POWERS, DUTIES AND FUNCTIONS

- 9.1.1 **Teaching and Learning:** The UMP Teaching and Learning portfolio has excellent nationally and internationally renowned academic staff. The portfolio is driven by the vision and mission of UMP to be an African University in its epistemology and pedagogy, and to “offer high quality educational and training opportunities that foster the holistic development of students through teaching and learning, research and scholarship, and engagement, in collaboration with strategic partners.” Members of the public who meet admission requirements are encouraged to apply and register. For more information, visit www.ump.ac.za or contact the Admissions Office.
- 9.1.2 **Academic Governance:** UMP has its own internal governance structures, including Senate and its committees, and Faculty Boards and their committees. These bodies are responsible for the implementation of policies, regulations, and procedures in relation to the academic project. They ensure that the University operates effectively, adheres to relevant legislation, and maintains high academic standards. ([more information on www.ump.ac.za](http://www.ump.ac.za)).
- 9.1.3 **Research, Innovation and Internationalisation:** The UMP Research Innovation and Internationalisation portfolio currently comprises: Research Management, Research Capacity Development and the Library and Information Services. The Research, Innovation and Internationalisation portfolio creates and supports an environment that fosters research quality, impact and productivity develops and sustains the research productivity of staff and students and ensures that UMP conducts research that contributes to local, regional, national, and global sustainability. ([more information on www.ump.ac.za](http://www.ump.ac.za)).
- 9.1.4 **Engagement and Partnerships:** Community Engagement is one of the cornerstones of Higher education and the University of Mpumalanga values engagement with strategic partners and the broader community. Collaboration is expressed as one of the core values through the emphasis on UMP as an engaged institution that will actively seek out opportunities for collaboration with stakeholders in maximizing the development of human potential and socio-economic development (UMP Strategic Plan: Vision 2030). UMP believes in the value of relevance and endorses the need for its academic programmes research activities and engagement projects to respond to its context. ([more information on www.ump.ac.za](http://www.ump.ac.za)).
- 9.1.5 **Student Support Services:** UMP provides a range of support services to students. This includes academic advising, counselling and mental health services, career guidance, residence facilities, libraries, sports, and recreational activities.

The University strives to create a conducive learning environment and support students in their personal and academic development.

- 9.1.6 **UMP Centre for Entrepreneurship Rapid Incubator:** The University of Mpumalanga Centre for Entrepreneurship Rapid Incubator (UMPCFERI) is based at the Mbombela Campus. UMPCFERI started operations in 2020 and aims to develop emerging entrepreneurs in Mpumalanga and beyond in a bid to reduce the prevalent unemployment levels through entrepreneurial skills development and commercialization of small businesses. The primary focus of UMPCFERI is to develop students with business ideas into entrepreneurs with sustainable business ventures. In addition, supports start-up businesses to become sustainable businesses with defined growth strategies from surrounding communities. In this regard, UMPCFERI's primary strategy is to act as a consultation point and entrepreneurship support centre that also creates a platform for peer learning collaboration and networking opportunities. (for more information, please contact Prof Kanayo at Kanayo.Ogujuiuba@ump.ac.za).
- 9.1.7 **Skills Development and Training:** UMP collaborates with industry partners to equip students with the necessary skills for the job market and align its programs with market demands and promote entrepreneurship and innovation (through the Work Integrated Learning Programme - WIL). Members of the general public can also benefit from the Digital Literacy Skills Programme offered in partnership with NEMISA CoLab. (for more information, please contact Ms Duduzile Masuku at Duduzile.Masuku@ump.ac.za).

10

Public Involvement in the Formulation of Policy or the Exercise of Powers or Performance of Duties by the University of Mpumalanga

Public participation and influence in the formulation of policies and the exercise of powers or performance of duties at the University of Mpumalanga can be achieved through various channels and mechanisms:

10.1 UNIVERSITY GOVERNANCE STRUCTURES:

At UMP, the Council is a key governance structure that upholds the principles of broad stakeholder representation. Comprising at least 60 percent external stakeholders, the Council includes Ministerial Appointees, Provincial Representatives (nominated by the Premier of the Province), Convocation Appointees, Senate Representatives, Institutional Forum Representative, Academic and Support Staff Representatives, Executive Management and Council Appointees.

Through its committees, the Council performs its oversight function.

10.2 WRITTEN SUBMISSIONS AND SUGGESTIONS:

Individuals or organizations can make written submissions or suggestion to the UMP Management, and governance structures about policy issues. These submissions should outline concerns, propose alternative policies, or provide suggestions for improvement. The public can contact the University's Stakeholder Liaison and Communication Office (013 002 0004, info@ump.ac.za) for guidelines or procedures outlined by the university when submitting such documents.

11

Processing of Personal Information

11.1 PURPOSE OF PROCESSING

The University of Mpumalanga processes Personal Information of Data Subjects under its care for the following reasons:

11.1.1 Students:

- a) Prospective students' information is processed to make decisions about student applications and for internal planning purposes.
- b) Students' Registration Data is submitted to obtain funding from NSFAS, NRF, and other funding institutions.
- c) Information about students' disabilities is processed to offer the required assistance and support.
- d) Students' information is processed to deliver the services they signed up for, such as billing and fee management.
- e) Students' information may be processed for safety and security purposes. For instance, digital pictures are taken and kept for student cards to grant access to buildings on campus. Campuses are monitored with CCTV cameras for security purposes. In the event of
- f) security incidents such as suspected theft, assault, or fraud, information will be shared with the police and other law enforcement agencies.
- g) Students' contact details are processed to send them marketing information if they have signed up for any marketing communication.

- h) UMP may use students' photographs for marketing purposes after having received consent from the student concerned.

11.1.2 **Job Applicants:**

UMP processes job applicants' information for the following purposes:

- a) Reviewing, corresponding, and arranging travel plans and accommodation for interviews. Implementing the University's employment equity plan under the Employment Equity Act, which may involve processing information about race, gender, disability, and nationality.
- b) Act, which may involve processing information about race, gender, disability, and nationality.
- c) Using third parties to verify job applicants' information, including contacting provided references and confirming qualifications. For certain senior roles, UMP may conduct criminal and credit checks.

11.1.3 **Employees:**

UMP uses employees' information for the following purposes:

- a) Managing the relationship between employees and the University in terms of their employment contracts.
- b) Gathering demographic information to comply with the University's Employment Equity Plan under the Employment Equity Act.
- c) Providing health and wellness services based on employees' health-related information.
- d) Monitoring real-time, stored, or archived communications when employees use UMP's communication services.
- e) Using employees' information for safety and security purposes. For instance, collecting and storing digital pictures of employees for access cards to buildings on campus, and monitoring campuses with CCTV cameras.

11.1.4 **Vendors/Service Providers:**

- a) UMP uses vendor information to conclude contracts and fulfil contractual obligations. Prospective vendors' information is reviewed to assess compliance with UMP's Supply Chain Management Policies and BBBEE requirements.
- b) UMP provides required information under the Higher Education Act, which mandates compliance with corporate governance standards like the King Code. Additionally, UMP complies with International Financial Reporting Standards, submitting an independent auditor report in the University's annual report to the Department of Higher Education and Training.
- c) UMP may engage third parties to verify information provided by vendors. During annual financial audits by independent auditors, vendor information is shared as required by law.

11.1.5 **Alumni:**

UMP uses alumni information for the following purposes:

- a) Communicating and providing services such as UMP Alumni Connect, events, news, publications, chapters, associations, and alumni and convocation meetings.
- b) Collecting personal information to issue tax receipts for alumni donations or bequests, and potentially publishing alumni names on the Alumni donors list on UMP's webpage and newsletters.

11.1.6 **Donors:**

- a) UMP collects and uses donors' personal information to issue tax receipts.

11.1.7 **Website Users:**

- a) When someone visits UMP's website, the University collects personal information about how website users interact with the site and submit online forms. UMP uses this information to respond to requests and to improve the University's website.
- b) When someone completes online forms available on UMP's website, the University uses this to review and respond to applications, queries, or requests. When appropriate, UMP will provide more detail about how the University uses website users' information on the form.
- c) UMP uses cookies to make the University's website work and measure how website users use the site. Essential cookies enable core functionality, such as security, network management, and accessibility. UMP also uses cookies to manage preferences. For instance, to hide a popup notice for a specific time after it's been acknowledged.
- d) UMP uses analytics software to collect information about the behaviour of website users when they visit the University's website. UMP uses the aggregated view of website users' behaviour to improve their overall experience. The University doesn't track individual users; however, UMP uses analytics, market research, and targeted advertising tracking technologies to share individuals' website usage data with third parties.

11.2 DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO:

Categories of Data Subjects	Personal Information that may be Processed
Students/ Prospective Students	Name and surname, address, date of birth, nationality, race, gender, identity document, home language, passport, study permit, permanent residence, contact details, information of parents/guardians, financial requirements, disability information, educational history, employment history, banking details, dietary requirements, participation in sports and cultural activities, biometric information, emergency contact information, student profiles, student academic performance, photographs, appeals and disciplinary records, reports on student applications.
Job Applicants	Name and surname, address, date of birth, identity number, race, gender, disability, contact details, work permit and residence status, employment history, educational history, publications, research and memberships of associations, disciplinary and criminal history, criminal checks, credit checks, interview notes, results of competency assessments and psychometric tests, shortlisting summary, selection committee meeting report.
Employees	Name and surname, address, date of birth, identity number, race, gender, disability, contact details, banking details, health related information, work permit and residence status, employment history, educational history and qualifications, salary details, visual images and videos, beneficiaries and dependants for medical aid, pension scheme and provident fund, date of assumption of duty, publications, research and memberships of associations, disciplinary and criminal history, performance reviews, investigations and disciplinary, grievance and dismissal proceedings records, training participation records, acknowledgment and compliance with safety rules and codes of conduct when using UMP facilities, access to facilities, use of support services, termination of employment for fixed term employees.
Alumni	Name and surname, contact details, event attendance records, donation records, alumni profiles, minutes of meetings, date of qualification. qualification obtained at UMP, current employment details.
Donors	Name and surname, contact details. Nature of donation, when was donation made.

Vendors	Name, identity documents, CIPC registration certificates, VAT number, banking details, BBBEE certificate, tax compliance verification certificate, health certificate, trade references, company profiles and annual turnover, conflict of interest declaration, industry certifications, proof of insurance, proof of registration with a professional body, details of previous projects worked on, financial statements, online profile of tender applications, tender evaluation reports, minutes of committee meeting documenting decisions when a current or potential vendor has to be awarded a tender or commercial lease, online profile for all UMP registered vendors used for payment and other day-to-day administration.
Website Users	Cookies and how the site is being used, user preferences, all information from online forms, behaviour on UMP websites.

11.3 THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED:

Category of personal information	Recipients or Categories of Recipients
Identity number and names for criminal checks. CCTV camera footage or biometric information if there are security incidents such as suspected theft, assault, or fraud.	South African Police Services
Qualifications, for qualification verifications.	South African Qualifications Authority and MIE
Credit and payment history for credit checks.	Credit Bureaus
Students date of birth, race, gender, nationality, qualifications.	DHET through HEMIS
Students' registration data.	NSFAS and NRF and other funders

11.4 PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

UMP may, within the framework of collaboration agreements and exchange programs, share personal information with research partners and collaborating universities in other countries. However, prior to disclosing such information, UMP requires these third parties to commit to safeguarding and maintaining the confidentiality of the shared personal information. Furthermore, these parties must agree to utilize the personal information solely for the purposes expressly communicated to them by UMP.

11.5 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY, AND AVAILABILITY OF THE INFORMATION

- 11.5.1 **Data Encryption:** UMP has implemented robust data encryption techniques to protect sensitive information. This includes encrypting data stored on servers, databases, and backup systems, as well as encrypting data transmitted over networks within the University.
- 11.5.2 **Access Control:** UMP utilizes role-based access control mechanisms that ensure that only authorized individuals are granted access to sensitive data.
- 11.5.3 **Data Backup and Disaster Recovery:** UMP has put in place a robust system to safeguard data by storing it on SharePoint, a secure cloud platform. This allows for the establishment of regular data backup procedures and a comprehensive disaster recovery plan. It ensures that personal information can be restored in case of data loss, system failures, or natural disasters. The backups are securely stored and periodically tested to ensure their reliability. Authorized officials can access this data using their own personalized log in detail, ensuring proper security measures are in place.
- 11.5.4 **Regular Software Updates and Patch Management:** UMP keeps all its software systems up to date with the latest security patches which is vital for protection against known vulnerabilities. The University also has a process in place to regularly apply updates and patches to all its systems, including operating systems and applications.
- 11.5.5 **Vulnerability Assessment:** UMP conducts bi-yearly vulnerability assessment to help identify vulnerabilities and areas for improvement.
- 11.5.6 **Security Awareness Training:** UMP conducts regular security awareness training programs for its staff and students. These programs aim to educate users about important practices, including identifying phishing attempts, creating strong passwords, and avoiding suspicious links or attachments.

- 11.5.7 **Anti-virus and Anti-malware Solutions:** UMP has developed and currently maintains robust anti-virus and anti-malware solutions for the university's systems and networks. These solutions are regularly updated and conducting scans aids in identifying and mitigating potential threats to personal information.
- 11.5.8 **Data Retention and Disposal Policies:** UMP has established clear data retention and disposal policies. These policies ensure that personal information is retained only for as long as necessary and securely disposed of when no longer needed. This reduces the risk of unauthorized access to outdated or unnecessary data.
- 11.5.9 **Incident Response Plan:** UMP has developed a documented incident response plan that outlines the steps to be taken, including incident containment, communication with affected parties, and coordination with relevant authorities in cases of security incidents or data breaches.

12

Availability of the Manual

This Manual is available in English. It will be made available in siSwati and isiNdebele.

12.1 A COPY OF THIS MANUAL IS ALSO AVAILABLE AS FOLLOWS

- 12.1.1 On UMP website, www.ump.ac.za.
- 12.1.2 Printed copies at both Mbombela and Siyabuswa Campus for public inspection during normal business hours (08H00 to 16H30).
- 12.1.3 To any person upon request and upon the payment of a reasonable prescribed fee.
- 12.1.4 To the Information Regulator upon request.

12.2

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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.

The University of Mpumalanga will, if necessary, update and publish this Manual annually.

Issued by:



Prof TV Mayekiso

Vice-Chancellor and Information Officer
of the University of Mpumalanga

03 July 2024



**UNIVERSITY OF
MPUMALANGA**

Creating Opportunities

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