



# PAIA Manual

## Auditor-General

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

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AUDITOR - GENERAL  
SOUTH AFRICA

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>AG</b>	Auditor-general
1.2	<b>AGSA</b>	Auditor-General South Africa
1.3	<b>DAG</b>	Deputy auditor-general
1.4	<b>PAIA</b>	Promotion of Access to Information Act 2 of 2000 (as amended)
1.5	<b>PFMA</b>	Public Finance Management Act 1 of 1999 (as amended)
1.6	<b>POPIA</b>	Protection of Personal Information Act 4 of 2013
1.7	<b>Regulator</b>	Information Regulator

## 2. PURPOSE OF PAIA MANUAL

This Promotion of Access to Information Act Manual may be useful for the public to:

- 2.1 determine the nature of the records which may already be available at the AGSA, without the need for submitting a formal PAIA request;
- 2.2 understand how to make a request for access to a record of the AGSA;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the AGSA regarding request for access to the records, before approaching the regulator or the courts;
- 2.5 describe the services available to members of the public from the AGSA, and how to gain access to those services;
- 2.6 provide guidance on how to use the PAIA, as updated by the regulator, and how to obtain access to it;
- 2.7 understand, if the AGSA will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if the AGSA has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

- 2,9 know whether the AGSA has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. ESTABLISHMENT OF THE AUDITOR-GENERAL SOUTH AFRICA (AGSA)**

Chapter 9 of the Constitution of the Republic of South Africa, 1996 (the Constitution) establishes the AGSA as one of the state institutions supporting constitutional democracy.

The Constitution entrenches the AGSA's independence by directing that it is subject only to the Constitution and the law. The Constitution requires the AGSA to be impartial and to exercise its powers and perform its functions without fear, favour or prejudice.

#### **3.1 Objectives / Mandate**

The AGSA has a constitutional mandate and, as the supreme audit institution of South Africa, exists to strengthen our country's democracy by enabling OVERSIGHT, ACCOUNTABILITY and GOVERNANCE in the public sector through auditing, thereby building public confidence.

### **4. STRUCTURE OF THE AGSA AND FUNCTIONS**

#### **4.1 Structure**

The management structure of the AGSA is accessible [here](#)

## 1.1.1 The narrative of the management structure of the AGSA is as follows:

Roles	Responsibilities
<b>Auditor- general</b>	The AG has overall control of and is accountable for the administration of the AGSA.
<b>Deputy auditor-general (DAG)</b>	<p>The DAG is:</p> <ul style="list-style-type: none"> <li>the head of the administration who must perform the function of the office in accordance with the direction of the auditor- general.</li> <li>responsible for the management of the administration, including the organisation, control and management of all staff.</li> </ul> <p>The head of audit, head of specialised audits, chief people officer, chief financial officer, chief technology officer and chief risk officer report to the DAG.</p> <p>The following business units report directly to the DAG:</p> <ul style="list-style-type: none"> <li>Communication</li> <li>Strategy</li> <li>Corporate Secretariat</li> </ul>
<b>Head of audit</b>	<p>The head of audit is responsible for regularity audit at <b>national, provincial</b> and <b>municipal</b> level, and audit support.</p> <ul style="list-style-type: none"> <li><b>National audit business units:</b> National A-F report to various heads of portfolio regularity audit who, in turn, report to head of audit.</li> <li><b>Provincial and municipal audit business units:</b> nine provincial offices (Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North-West and Western Cape) report to heads of portfolio regularity audit who, in turn, report to head of audit.</li> <li><b>Audit support business units:</b> Technical Audit Support; Reporting and Methodology, Audit Risk Intelligence and Material Irregularity report to heads of portfolio audit support who, in turn, report to the head of audit.</li> </ul>

<b>Head of specialised audits</b>	<p>The following business units report to the Head of specialised audits:</p> <ul style="list-style-type: none"> <li>• Performance Audit,</li> <li>• Information System Audit,</li> <li>• Investigations, and Integration and Innovations.</li> </ul>
<b>Chief financial officer</b>	<p>The following business units report directly to the chief financial officer:</p> <ul style="list-style-type: none"> <li>• Procurement</li> <li>• Finance</li> </ul>
<b>Chief people officer</b>	<p>The following business units report directly to the chief people officer:</p> <ul style="list-style-type: none"> <li>• Learning Experiences</li> <li>• People Operations</li> <li>• Organisational Effectiveness</li> </ul>
<b>Chief technology officer</b>	<p>The following business units report directly to the chief technology officer:</p> <ul style="list-style-type: none"> <li>• Information and Communication Technology</li> <li>• Digital Transformation</li> </ul>
<b>Chief risk officer</b>	<p>The following business units report directly to the chief risk officer:</p> <ul style="list-style-type: none"> <li>• Quality Management</li> <li>• Corporate Legal Services</li> <li>• Risk &amp; Ethics</li> </ul>

1.1.2 The AGSA also has the following internal committees:

1.1.2.1 Leadco

1.1.2.2 Executive committee (exco)

1.1.2.3 IT steering committee (IT steercom)

1.1.2.4 Tender committee (TC)

1.1.2.5 MAF/Policy committee (Polcom)

1.1.2.6 ASP steering committee (ASP)

1.1.2.7 Project and portfolio investment committee (PPIC)



1.1.3 The AGSA also has the following external committees:

1.1.3.1 Audit committee (AC)

1.1.3.2 Remuneration committee (remco)

1.1.3.3 Quality management assessment committee (QMAC)

1.1.3.4 Difference of opinion committee (DOOC)

1.1.3.5 Standing committee on the Auditor-General (Scoag)

### **4.3 Functions**

4.3.1 The overarching mandate of the AG is contained in section 188 of the Constitution of the Republic of South Africa, 1996 and provides that the institution must audit and report on the accounts, financial statements and financial management of all national and provincial state departments and administrations, all municipalities and any other institution or accounting entity required by national or provincial legislation to be audited by the AG.

4.3.2 Section 4 of the Public Audit Act elaborates on the constitutional functions of the National audit office, while section 5 of the act prescribes its other functions.

## **5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE AGSA**

### **5.1 Information officer**

Name: Tsakani Maluleke

Tel.: 012 426 8000

Email: [paia-popi@agsa.co.za](mailto:paia-popi@agsa.co.za)

Fax number: N/A

The information officer has duly designated the person below as deputy information officer to render the AGSA as accessible as reasonably possible for the requestors of its records in terms of the PAIA:

### **5.2 Deputy information officer**

Name: Vonani Chauke

Tel.: 012 426 8028



Email: [paia-popi@agsa.co.za](mailto:paia-popi@agsa.co.za)

Fax number: N/A

### 5.3 Access to information general contacts

Email: [paia-popi@agsa.co.za](mailto:paia-popi@agsa.co.za)

### 5.4 National / Head Office

Postal Address: PO Box 446

Pretoria

Physical address: Lynnwood Bridge Office Park

4 Davenry Road Lynnwood Manor

Telephone: 012 426 8000

Email: [paia-popi@agsa.co.za](mailto:paia-popi@agsa.co.za)

Website: [www.agsa.co.za](http://www.agsa.co.za)

### 5.5 Provincial offices (Table 1)

Province	Street address
Eastern Cape	14 St. Helena Street Beacon Bay East London 5201
Free State	Nussey House 8 Arboretum Street Westdene Bloemfontein
Gauteng	Waverley Office Park 39 Scott Street Waverley Johannesburg
KwaZulu-Natal	460 Town Bush Road Block B Cascades Pietermaritzburg

Limpopo	32 Dimitri Crescent Platinum Park Bendor X 68 Polokwane
Mpumalanga	Block 1, Ground Floor, Riverside Office Park, 1 Aqua Street Riverside Extension 24 Nelspruit
North-West	124 Kock Street Rustenburg
Northern Cape	Block 1, Montrie Corporate Park 10 Oliver Road Monuments Heights Kimberley 8300
Western Cape	19 Park Lane Century City Cape Town

To request information in the custody of the AGSA, a requester must complete this [PAIA request form](#). A requester may physically deliver a request for a record at the AGSA regional offices listed in table 1 or send it to [paia-popi@agsa.co.za](mailto:paia-popi@agsa.co.za).

## 6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 6.1 The regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA, 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.
- 6.2 The guide is available in each of the official languages.
- 6.3 The aforesaid guide contains the description of –
  - 6.3.1 the objects of PAIA and POPIA;
  - 6.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of –
    - 6.3.2.1 the information officer of every public body, and

- 6.3.2.2 every deputy information officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 6.3.3 the manner and form of a request for –
  - 6.3.3.1 access to a record of a public body contemplated in section 113; and
  - 6.3.3.2 access to a record of a private body contemplated in section 504;
- 6.3.4 the assistance available from the information officer of a public body in terms of PAIA and POPIA;
- 6.3.5 the assistance available from the regulator in terms of PAIA and POPIA;
- 6.3.6 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-
  - 6.3.6.1 an internal appeal;
  - 6.3.6.2 a complaint to the regulator; and
  - 6.3.6.3 an application to 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;
- 6.3.7 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;

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<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*

<sup>5</sup> 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.*

<sup>6</sup> 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.*

- 6.3.8 the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 6.3.9 the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and
  - 6.3.10 the regulations made in terms of section 9211.
- 6.4 Members of the public can inspect or make copies of the guide from the offices of the public or private bodies, including the office of the regulator, during normal working hours.
- 6.5 The guide can also be obtained –
- 6.5.1 upon request to the information officer or head of the private body, using Form 1 available at: <https://inforegulator.org.za/paia-forms/> ;
  - 6.5.2 upon request, to the regulator, by sending Form 1 (a request for a copy of the guide) to: [PAIACompliance@infoRegulator.org.za](mailto:PAIACompliance@infoRegulator.org.za) ;
  - 6.5.3 from the website of the regulator: <https://inforegulator.org.za/paia-guidelines/>; and
  - 6.5.4 from the general website of the regulator: [www.inforegulator.org.za](http://www.inforegulator.org.za) .

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<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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 AGSA

Subjects on which the body holds records	Categories of records held on each subject
Legislation and legal administration	Documents such as acts, bills, regulations, white papers, etc. as well as legal opinions and interpretations.
Organisation and control	Documents related to determining the AGSA's goals and objectives, such as strategic planning, control systems, meetings, transformation, security, risk management, etc.
Information services	Documents related to the provision and management of the AGSA's information resources, such as library, records management, information management, knowledge management, information technology, etc.
Internal and external communication	Documents related to systematic planning, implementation, monitoring and revision of publication and marketing strategy.
Financial management and procurement	Documents related to raising, allocating, using and accounting for the AGSA's financial resources, such as planning, budgeting, accounting, analysis and reporting, as well as those related to the acquisition, maintenance and management of consumable assets.
Human capital	Documents related to human resource matters, such as organisational development, conditions of service, recruitment, performance management, training, etc.
Facilities management	Documents related to administering travel arrangements and providing transport, as well as those related to planning, designing and managing buildings, grounds, and postal and

	telecommunication services.
International and national relations	All functions related to national and international relations, such as agreements and statutes.
Auditing	Documents related to regularity auditing, performance auditing, investigations, information system auditing, audit research and development, and quality management.
Strategic documents, plans and proposals	Annual reports, Strategic Plan, Annual Performance Plan.
Human resources	<ul style="list-style-type: none"> <li>- HR policies and procedures;</li> <li>- Advertised posts;</li> <li>- Employees records;</li> <li>- Learning and development e.g.: skills development and training plans</li> </ul> Employment equity plan and statistics

## 8. CATEGORIES OF RECORDS OF THE AGSA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The information officer has compiled a notice regarding categories of records of the AGSA which are available without a person having to request access. The notice is available at the AGSA head office during normal office hours from 07H30-16H15 and on the website of the AGSA: (<https://www.agsa.co.za/AboutUs/CorporateInformation/PAIAManual.aspx>)

## 9. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE AGSA

- 9.1 The AGSA does not have internal appeal procedures for PAIA requests. As such, the information officer's decision is final.
- 9.2 A requester who is aggrieved by the information officer's decision to refuse a request for access or a decision taken in terms of section 22, 26(1) or 29(3) of PAIA, may within 180 days of being notified of such a decision, submit a complaint alleging that the decision was not in compliance with PAIA, to the regulator in the prescribed manner and form for appropriate relief in terms of section 77A of PAIA.

- 9.3 A requester who is aggrieved by the decision of the information officer and the regulator may only apply to a court for an appropriate relief in terms of section 82 of PAIA after the requester has exhausted the complaints procedure in terms of section 77A. A requester who is aggrieved by a decision of the information officer to refuse a request for access in terms of section 22, 26(1), or 29(3), or is aggrieved by any decision of the regulator, may, by way of application and within 180 days, apply to a court for appropriate relief in terms of section 82 of PAIA.

## **10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM AGSA AND HOW TO GAIN ACCESS TO THOSE SERVICES**

The AG, in consultation with the oversight mechanism, determines the standards to be applied in performing audits, the nature and scope of such audits, and the procedures for handling complaints when performing such audits. Complaints against the AGSA in terms of section 13(1)(c) of the PAA should be addressed in writing to:

Senior Manager: Complaints: Auditor-General South Africa

Physical address: Lynnwood Bridge Office Park, 4 Daventry Road, Lynnwood Manor; PO Box 446, Pretoria, 0001

Email: [Ethics@agsa.co.za](mailto:Ethics@agsa.co.za)

More importantly, the AG may issue specific directives or notices in terms of the PAA. Any enquiry related to such a directive or notice should be addressed to the following office:

Business Unit Leader: Reporting and Methodology, Auditor-General South Africa

Telephone: 012 426 8000

Fax: 012 426 8333

Email: [TAS2@agsa.co.za](mailto:TAS2@agsa.co.za)

## **11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE AGSA**

The AGSA is independent from government. Its primary functions are to audit and publicly report on the accounts, financial statements and financial management of public institutions. In doing so, the AGSA must guard against rendering any services that may result in the formulation of policy. Although the AGSA does not formulate policy in which the public should participate, it does determine the standards, frequency, nature of scope of public audits. Public involvement, through various platforms and structures such as civil society organisations, is crucial in defining critical areas of focus for auditing.



The Constitution and the Rules of the National Assembly empower members of the public to participate in the formulation of legislation. When the AGSA introduces new or amended legislation relating to its mandate, functions and powers, the public is invited to participate in proceedings by making written submissions, attending public hearings, and engaging with committees to provide input on proposed new laws or amendments.

The Rules of the National Assembly also provide for a process of petitioning in the event that a member of the public is aggrieved by the manner in which the AGSA executes its mandate, perform its functions and use its powers.

## **12. PROCESSING OF PERSONAL INFORMATION**

### **12.1 Purpose of processing**

The AGSA may process personal information (as defined in POPIA) to fulfil its mandate when conducting its functions and duties under the PAA and other legislation.

Where it is required under POPIA, the AGSA obtains the consent of a data subject when collecting personal information.

The AGSA processes personal information for purposes of:

- fulfilling its statutory and contractual obligations to its employees;
- supporting and managing its employees;
- verifying the identity of visitors to its offices;
- providing physical security for its employees and the protection of its assets;
- verifying information provided by service providers and potential service providers;
- assessing tender applications and bid documents;
- verifying information provided by employment applicants; and
- complying with its legislative and regulatory obligations.

### **12.2 Description of the categories of data subjects and of the information or categories of information**

Categories of data subjects	Personal information that may be processed
Natural persons	Names and surname; contact details (contact number(s), fax number, email address); residential, postal or business address; unique identifier / identity number and confidential correspondence; biometric information of persons (in the form of security photographs and CCTV video footage); personal opinions, views and preferences; confidential and private correspondence sent to the AGSA or using the AGSA communications systems.
Juristic persons	Names of contact persons; name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets; location information; online identifier and other assignments to persons.
Employees	Gender, pregnancy, marital status, race, age, language, educational information (qualifications); financial information; employment history, ID number, physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour, well-being and their relatives (family members); medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person.

## 12.4 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients
Gender, race, financial information	Statutory bodies (such as the Department of Labour and the South African Revenue Service).
Names, financial information, identity numbers,	Suppliers of benefits to employees (such as medical schemes, pension fund administrators and other financial institutions).
Names, identity numbers, contact numbers	Family, associates and representatives of data subjects.
Employment history, names, identity number	Current, past and prospective employees of data subjects
Educational information, employment history	Recruitment agencies
Identity number, names, contact numbers	Clients of the AGSA (in relation to the AGSA's engagement with these clients)
Credit and payment history, for credit information verification	Credit vetting agencies
Qualifications, for qualification verifications, identity number	Background verification companies
Car registration number, names, employee identity number	Physical security companies
Names, identity number, contact details	National Archives and Records Service of South Africa (in respect of information that qualifies as a 'public record' in terms of the National Archives and Records Service Act 43 of 1996)
Identity number and names, for criminal checks	The South African Police Service and courts, where required.

## 12.5 Planned transborder flows of personal information

The AGSA does not envisage transborder flows of personal information. Where it is required that personal information should be transferred out of the Republic of South Africa, section 72 of POPIA will be complied with.

## 12.6 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The AGSA secures personal information in its possession and control through technical and organisational safeguards which it has implemented to protect the integrity and confidentiality of personal information in accordance with generally accepted information security practices and procedures. This may include:

- Data encryption,
- Firewalls;
- Access control.
- Oath of secrecy for employees,
- Third parties non-disclosure agreement;
- Physical access control;
- Secure hardware and software; and
- Confidentiality and data privacy clauses in agreements concluded with suppliers and service providers.

## 13. AVAILABILITY OF THE MANUAL

13.1 This manual is made available in the following four official languages-

13.1.1 English;

13.1.2 Xitsonga

13.1.3 isiZulu

13.1.4 Sesotho

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

13.2.1 on ([www.agsa.co.za](http://www.agsa.co.za) )

13.2.2 at the head office of the AGSA for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.2.4 to the regulator upon request.

13.3 A fee for a copy of the manual, as contemplated in annexure B of the regulations, shall be payable per each A4-size photocopy made.

## **14. UPDATING OF THE MANUAL**

The AGSA will, if necessary, update and publish this manual annually.

**Issued by**

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***(Tsakani Maluleke)***

***(Auditor-General)***

# AUDITING TO BUILD PUBLIC CONFIDENCE

Auditor-General South Africa



[www.agsa.co.za](http://www.agsa.co.za)



AUDITOR - GENERAL  
SOUTH AFRICA

**Physical address:** 4 Daventry Road  
Lynwood Manor  
Pretoria, SA

**Postal address:** PO Box 446  
Pretoria, 0001

**Telephone:** 012 426 8000

**Fax to email:** 012 426 8257

**Email:** [agsa@agsa.co.za](mailto:agsa@agsa.co.za)

**Website:** [www.agsa.co.za](http://www.agsa.co.za)



Scan the QR code to access the full 2021-22 PFMA consolidated general report on national and provincial audit outcomes on our website.