

British International Investment plc.
South Africa Office

The Promotion of Access to Information
Manual (PAIA Manual)

*Prepared pursuant to section 51 of the Promotion of Access to
Information Act 2 of 2000 (as amended)*

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1. Introduction

The Promotion of Access to Information Act, 2000 (**PAIA**) seeks, among other things, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

Where a request is made pursuant to the PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable, for example, the protection of personal information of a third person (who is a natural person) from unreasonable disclosure or the protection of commercial information of a third party. Further information the grounds of refusal are outlined below in section 15. PAIA sets out the requisite procedural issues attached to information requests.

This Manual is published pursuant to section 51 of the PAIA as amended by the Protection of Personal Information Act 2013 (**POPIA**) which requires private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements with which the manual must comply.

2. List of acronyms and abbreviations

Acronym	Meaning
DPO	Data Protection Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act No. 2 of 2000
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa
BII	British International Investment plc
BII South Africa	British International Investment Holdings Ltd (South Africa Branch)

3. Purpose

The purpose of this Manual is to:

- provide a list of records held by BII South Africa and the availability of such records;
- provide a sufficient understanding of how to make a request for access to a record of BII South Africa, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- provide a description of the records of BII South Africa which are available in accordance with any other legislation;
- provide all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;

- provide a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- outline how BII South Africa processes personal information, the purpose of processing, the categories of data subjects, the recipients, or categories of recipients to whom the personal information may be supplied, and the transfer of personal information outside the Republic of South Africa;
- outline the safeguards in place to protect personal information.
- outline legitimate grounds for refusal of access to a record.

4. About British International Investment

British International Investment plc (BII) is headquartered in the United Kingdom and operates in the Republic of South Africa through a branch office, British International Investment Holdings Ltd (South Africa Branch) referred to as 'BII South Africa' throughout this document.

BII is the UK's development finance institution and impact investor with a mission to help solve the biggest global development challenges by investing patient, flexible capital to support private sector growth and innovation. More information about BII can be found on its website. BII South Africa does not have its own website. A short reference can be found [here](#).

Given that BII is headquartered in the United Kingdom, the majority of records pertaining to BII, including, but not limited to, those concerning clients, employees, and operations, are deemed to be in the possession or under the effective control of BII in the United Kingdom. BII South Africa holds and/or controls only a limited subset of such records.

BII and BII South Africa share personal information cross border where they are required to in their joint performance of business activities e.g. BII in the United Kingdom arranges KYC-screenings of customers, prospects and suppliers.

BII and BII South Africa share employee information cross-border where they are required to do so to fulfil the role of employer properly, including the management and administration of, recruiting and outplacement, leave and other absences, career and talent development, training, performance evaluations and related employee communications.

5. Contact details for access to information of BII South Africa

Name of Private Body: British International Investment South Africa

Website: <https://www.bii.co.uk/en/>

Information Officer: Piri Norris

Email address of Information Officer: dataprotection@bii.co.uk

Physical Address: 11, Alice Lane

Building 3, 2nd Floor

Corner Alice Lane and Fifth Street

Sandhurst

Sandton 2196

Phone number: [+27 \(0\)11 302 4600](tel:+27(0)113024600)

Email address: enquiries@bii.co.uk

Head Office Details

Access to information general contact: Danica Burn

Email address: foiarequest@bii.co.uk

Head Office: British International Investment plc

Postal Address: 123 Victoria Street, London SW1E 6DE, United Kingdom

Physical Address: 123 Victoria Street, London SW1E 6DE, United Kingdom

Phone number: +44 (0)20 7963 4700

Website: <https://www.bii.co.uk>

No Deputy information officer has been designated pursuant to section 17 of PAIA.

6. Information Regulator's Guide

The regulator has pursuant to 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 be reasonably required by a person who wishes to exercise any right contemplated in PAIA and POPIA. A copy of the Guide is also available in at least two official languages for public inspection during normal office hours at the BII South Africa office (English and Afrikaans).

- the Guide contains the description of:
 - the object of PAIA and POPIA
 - the postal and street address, phone and, if available, electronic mail address of the Information Officer of every public body; and every deputy Information Officer of every public body and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA.²
 - access to a record of a public body contemplated in section 11³; and
 - access to record of a private body contemplated in section 50⁴.
- the assistance available from the Information Officer of a public body and from the Regulator in terms of PAIA and POPIA.

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if a) that record is required for the exercise or protection of any rights; b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 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:
 - an internal appeal;
 - a complaint to the Regulator; and
 - an applicable 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.
- 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;
- the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92¹¹
- members of the public can inspect or make copies of the Guide from the offices of BII South Africa. The Guide can only be obtained upon request to the Information Officer using the form provided in Annexure E or from the website of the Regulator (<https://www.justice.gov.za/inforeg/>)

Information Regulator contact details (for PAIA/POPIA guidance and complaints):

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191;

Telephone: 010 023 5200

Toll-free: 0800 017 160

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.”

Email: enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za/paia-forms/>

7. Records publicly available

The records on BII's website are publicly available and freely accessible to any person. This information does not require a request for access under PAIA. BII's website address is www.bii.co.uk

There are no other categories of records automatically available, such as brochures, press releases, publication and other marketing and promotional material.

8. Records held in accordance with other legislation

BII South Africa is required in accordance with legislation to retain certain records. BII South Africa holds records for the purposes of PAIA in accordance with the following legislation, among others:

- Companies Act 71 of 2008
- Tax Administration Act 2011
- Basic Conditions of Employment Act 1997
- Labour Relations Act 1995
- Occupational Health and Safety Act 1993
- Broad-Based Black Economic Empowerment Act 2003
- Promotion of Access to Information Act, 2000
- such other legislation as may from time to time be applicable
- Financial Intelligence Centre Act 2001

9. Records available upon request

Subject to PAIA and other applicable laws, BII may provide access to the following categories of records in the table outlined below.

These records are not automatically available without making a request in terms of PAIA. Any request made will be evaluated on a case-by-case basis in accordance with the provision of PAIA and may be refused in accordance with any of the grounds set out in PAIA, including protection of personal information, confidentiality, and commercial sensitivity. Requests for access to these records will be considered very carefully.

Records are centrally hosted in secure systems managed in the United Kingdom, with controlled access provided to South African employees where necessary.

Subject	Categories of Records
Investment Records	• Documents processed during the assessment and review of prospective investment opportunities and related communication (onboarding materials, due diligence, monitoring, reporting and compliance records)

	• All FICA-mandated records (KYC, CDD, EDD, risk assessments, STR/SAR/CTR reports, transactional records)
Internal Records	• Statutory records • Operational records • Financial records • Accounting records • Internal policies and procedures • Compliance records • Internal correspondence • Business planning and project materials • Internal audits
Human Resources Records	• Any personnel files and documentation • CV/resume, qualifications, ID • Employment contracts • Management and administrative records of our employees such as recruitment, leave / absences, career and talent development, training, performance evaluations, compensation and benefits (including pensions), payments, tax, travel and expenses and employee related communications • Immigration and cross-border workers
Supplier & business partner management (incl. consultants records)	• Contact names, roles, work details, KYC (where required), bank details • Contract records • Correspondence with supplier • Records provided by the supplier • Records third parties have provided about the supplier
IT operations & security monitoring	• User IDs • Device IDs • Log-ins/logouts • Access logs • IP addresses • email metadata, security alerts • Video images; timestamps; location metadata; access logs
Stakeholder engagement & events	• Records of visitors to BII South Africa office premises and BII events such as contact details, reservation details, entry/leaving time, special requests

10. Processing of Personal Information

Chapter 3 of POPIA provides the minimum conditions for lawful processing of personal information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA. For information on how we manage personal data and rights with respect to personal data, please refer to BII's privacy notices below:

- [Privacy Notice \(General\)](#)
- [Privacy Notice for Employees and Contractors](#)
- [Privacy Notice for Job Applicants](#)

10.1 Recipients or categories of recipients of personal information

BII South Africa may disclose personal information to the following categories of recipients located in the Republic of South Africa:

- Authorised staff members of the British International Investment plc.
- Corporate affiliates and subsidiary companies of the British International Investment – a full list of these, can be provided upon request;
- Business partners: trusted companies that may use your personal data to provide you with the services and/or the information you requested and/or that may provide you with communications (if you have consented to receiving them).
- Service providers: external providers of IT related services and communications agencies.
- Other parties when required by law or as necessary to protect BII. BII may share your personal data with other third parties:
 - to comply with the law, regulatory requests, court orders, subpoena, or legal process;
 - to verify or enforce compliance with BII's policies and agreements; and
 - to protect the rights, property, or safety of BII and/or its clients.
- Other parties in connection with corporate transactions: BII may share your personal data with other third parties in the context of a divestiture of all or a portion of its business, or otherwise in connection with a merger, consolidation, change in control, reorganisation or liquidation of all or part of BII's business.
- Other parties with your consent or upon your instruction.
- Third parties when you consent to or request such sharing; and
- Any other third party communicated to you by BII prior to sharing your personal data with that third party.

10.2 Transborder Information Flows

BII is headquartered in the United Kingdom. BII South Africa shares personal information cross-border where required for the joint performance of business activities and to fulfil the role of employer. Data may also be shared with third parties, including third party service providers, our professional advisors, and other affiliates and subsidiaries in the BII group of companies.

Personal information may be processed or stored outside South Africa, including in the United Kingdom and other jurisdictions, subject to appropriate safeguards.

Categories of personal information that may be transferred/processed outside South Africa include employee HR administration data, business contact information, and supplier/contract administration data, to the extent required for BII group operations and support services.

10.3 General description of Information Security Measures implemented by BII South Africa to ensure the confidentiality, integrity and availability of the information.

BII ensures that appropriate technical and organisational security measures are taken against unlawful or unauthorised processing of data, and against the misuse, destruction, disclosure, acquisition, accidental loss of, or damage to data.

BII has implemented an information security management system to protect the confidentiality, availability, and integrity of our assets, including protection of information facilities. Personal data shall only be processed by a third-party processor if they can demonstrate adequate compliance or certification to relevant information security standards and practices.

11. How to request access to a record

To request a record in terms of PAIA, the requestor, please email dataprotection@bii.co.uk.

For POPIA-related request, a data subject, upon proof of identity, request BII South Africa to confirm, free of charge all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

Grounds for refusing a data subject's request is set out in PAIA and below.

POPIA provides that a data subject may object, at any time, to the processing of personal information by BII South Africa, on reasonable grounds relating to their particular situation, unless legislation provides for such processing. To object, a data subject must submit the request to the Information Officer at the postal or physical address of the Head Office, or electronic mail address to dataprotection@bii.co.uk

A data subject may also request that BII correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of data, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that BII South Africa is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

To request a correction or deletion of personal information or the destruction or deletion of a record a data subject must submit a request to the Information Officer at the postal, or physical address of the Head Office, or electronic mail to dataprotection@bii.co.uk

Any request should include:

1. a description of where your personal data may be held. Tell us where in the organisation your personal data may be held, or how you have interacted with us. Please be as specific as possible.

2. valid identification, unless you are a current staff member and use your work email to make the request. Acceptable forms of ID include:
 - a photocopy of your passport or driving licence
 - an electricity bill (a copy of the original bill)
 - a gas bill (a copy of the original bill)
 - a council tax bill (a copy of the original bill)
 - any other bill in your full name (a copy of the original bill)

Any bill you send us must be less than six months old.

12. Proof of Identity

Proof of identity is required to authenticate a data subject's identity and the request in addition the prescribed form.

13. Time-Periods

Requests will be processed within 30 days after the receipt of the request, unless the request contains considerations that are such a nature that an extension of the time limit is needed.

An extension may be needed if the request is for a large number of records or requires a search through a large number of records and compliance with the original time period would unreasonable interference with the activities of BII South Africa.

The request will be notified if an extension is required, together with reasons explaining why the extension is necessary.

14. Grounds for refusal of access to records

In terms of Section 62 to 69 of PAIA access to a record may be refused on one or more of the following grounds:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific, or technical information that may harm the commercial or financial interests of a third party)
- if disclosure would result in the breach of a duty of confidence owed to a third party
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person
- if the record was produced during legal proceedings, unless that legal privilege has been waived
- if the record contains trade secrets, financial or sensitive information or any information that would put BII (at a disadvantage in negotiations or prejudice it in commercial competition)
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by BII and/or
- any other ground legally available on which to refuse access to the information request.

Section 70 of PAIA states disclosure of record is compulsory if it would reveal; (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public

safety or environmental risk; or (iii) the public interest in the disclosure of the record outweighs the harm contemplated by disclosure.

If the request for access to information affects a third party, then such third party must first be informed within 21 days of receipt of the request. The third party would then have a further 21 days to make representations and/or submissions regarding the granting of access to the record.

15. Remedies

If the requestor is dissatisfied with the Information Officer's decision to refuse access, the person may within 30 days after notification of refusal to apply to a Court for the appropriate relief.

16. Availability of this PAIA Manual

Copies of this PAIA Manual are available for inspection, free of charge, at the offices of BII South Africa and can also be accessed online at www.bii.co.uk

17. Review and revision

Issued by: Piri Norris Information Officer, BII South Africa

The Information Officer is the owner of this Manual and is responsible for its maintenance.

18. Annex

[Annexure A – Form 2 Request for Access to Record](#)

[Annexure E – Request for a Copy of the Guide from the Regulator](#)

[Annexure G – Complaint Form](#)



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 X platform @BritishIntInv

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Registered address as above.

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