

**INFORMATION MANUAL:**  
**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO**  
**INFORMATION ACT, ACT 2 OF 2000**

## **1. INTRODUCTION**

- 1.1. This Information Manual (“**the Manual**”) is prepared and made available in terms of Section 51 of the Promotion of Access to Information Act, Act 2 of 2000 (“**the Act**”).
- 1.2. The purpose of the Manual is to provide requesters of access to information to records with the appropriate procedure to be followed when requesting access to information from:
  - 1.2.1. Boston City Campus Proprietary Limited, Registration Number: 1996/013220/07 (“**Boston City Campus**”);<sup>1</sup> and
  - 1.2.2. Boston Media House Proprietary Limited, Registration Number: 2002/026252/07 (“**Boston Media House**”).<sup>2</sup>
- 1.3. The objects of the Act are *inter alia* to give effect to the constitutional right of access to (i) any information held by the State and (ii) any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.4. It must be noted that the Act does recognise that access to information cannot be unlimited and that the right to access to information is subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. Furthermore, the right to access to information must also be balanced against the rights in the Bill of Rights of Chapter 2 of the Constitution.

## **2. CONTACT DETAILS AND REQUEST PROCEDURES**

- 2.1. All requests for information from Boston City Campus and/or Boston Media House in terms of the Act must be in writing and addressed to the Information Officer:

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<sup>1</sup> Boston City Campus registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, Act 101 of 1997, with Registration Certificate Number 2003/HE07/002.

<sup>2</sup> Boston Media House is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, Act 101 of 1997, with of Registration Certificate Number 2008/HE07/007.

### 2.1.1. Boston City Campus

Name	Ari Katz
Street Address	Address: 247 Louis Botha Avenue Orange Grove, Orchards, Johannesburg, 2197
Postal Address	Postnet Norwood, Suite 287, Private Bag, X5 Norwood, 2117
Telephone Number	+27 11 551 9000
Email	<a href="mailto:POPI@boston.co.za">POPI@boston.co.za</a>

### 2.1.2. Boston Media House

Name	Ari Katz
Street address	Address: 247 Louis Botha Avenue Orange Grove, Orchards, Johannesburg, 2197
Postal address	Postnet Norwood, Suite 287, Private Bag, X5 Norwood, 2117
Telephone number	+27 11 551 9000
Email	<a href="mailto:POPI@boston.co.za">POPI@boston.co.za</a>

- 2.2. Any person wishing to gain access to information must use the prescribed form, a copy of which is attached hereto marked as Annexure "A". This request must be made in writing and addressed to the Information Officer at the contact details set out in 2.1 above.
- 2.3. In order to facilitate the processing of a request for information, please provide sufficient details to enable the Information Officer to attend to the request.

2.4. Note: where a request is made on behalf of another person, please submit valid proof of the capacity in which the requester is making the request.

### **3. GUIDE ON HOW TO USE THE ACT IN TERMS OF SECTION 10 OF THE ACT**

3.1. A guide in terms of Section 10 of the Act on how to use the Act to obtain information is available from the office of the Information Regulator of South Africa (“**Information Regulator**”).

3.2. The contact details for the Information Regulator are:

Postal address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Telephone number	+27 10 023 5200
Email	<a href="mailto:enquiries@info regulator.org.za">enquiries@info regulator.org.za</a>
Website	<a href="https://info regulator.org.za">https://info regulator.org.za</a>

### **4. CATEGORIES OF RECORDS AVAILABLE WITHOUT REQUEST**

4.1. No notices in terms of Section 52(2) of the Act have been published by Boston City Campus and/or Boston Media House.

### **5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

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

- 5.1.1. Labour Relations Act, Act 66 of 1995;
- 5.1.2. Employment Equity Act 55, Act of 1998;
- 5.1.3. Basic Conditions of Employment Act, Act 75 of 1997;
- 5.1.4. Compensation of Occupational Injuries and Diseases Act, Act 130 of 1993;
- 5.1.5. Companies Act, Act 71 of 2008;
- 5.1.6. Unemployment Insurance Act, Act 63 of 2001;
- 5.1.7. Value Added Tax Act, Act 89 of 1991;

- 5.1.8. Income Tax Act, Act 58 of 1962;
- 5.1.9. Skills Development Act, Act 9 of 1999;
- 5.1.10. South African Schools Act, Act 84 of 1996;
- 5.1.11. Further Education and Training Colleges Act, Act 16 of 2006;
- 5.1.12. Higher Education Act, Act 101 of 1997;
- 5.1.13. Protection of Personal Information Act, Act 4 of 2013;
- 5.1.14. Occupational Health and Safety Act, Act 85 of 1993;
- 5.1.15. National Credit Act, Act 34 of 2005; and
- 5.1.16. Consumer Protection Act, Act 68 of 2008.

## 6. SUBJECTS AND CATEGORIES OF RECORDS HELD<sup>3</sup>

Subject	Category
Administrative and operational	<ul style="list-style-type: none"> <li>• Agendas and minutes of meetings</li> <li>• Contracts with third parties</li> <li>• Correspondence</li> <li>• Policies, rules and regulations</li> </ul>
Student records	<ul style="list-style-type: none"> <li>• Identity</li> <li>• Academic records</li> <li>• Contact information</li> <li>• Disciplinary information</li> </ul>
Human resources	<ul style="list-style-type: none"> <li>• Staff policies</li> <li>• Employment contracts</li> <li>• Employee contact details</li> <li>• Disciplinary and performance information</li> </ul>

<sup>3</sup> **Note:** recording a category or subject matter in this Manual does not automatically imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case-by-case basis on their own merits, and Boston City Campus and/or Boston Media House reserve the right to decline to grant access to records in accordance with the provisions of the Act.

Finances	<ul style="list-style-type: none"> <li>• Full and complete financial and tax records</li> <li>• Assets inventory</li> </ul>
Public affairs	<ul style="list-style-type: none"> <li>• Public product information</li> <li>• Public corporate records</li> <li>• Media releases</li> </ul>
Library materials	<ul style="list-style-type: none"> <li>• Books, articles, magazines and other printed academic matter</li> <li>• VHS cassettes, DVDs, CDs and other forms of academic audio/visual media and electronic audio/visual media</li> <li>• Electronic academic databases and other electronic academic resources</li> </ul>

## 7. PROTECTION OF PERSONAL INFORMATION ACT, ACT 4 OF 2013

7.1. Personal information is any information of a personal nature by which you can be identified such as your name, identity number, postal address, email address, telephone number, home country, postal code, fax number, gender, age, parents/guardian/sponsors details (including financial details), academic records and/or academic qualifications.

7.2. Boston City Campus and Boston Media House use Personal Information in order to:

- 7.2.1. provide information on *Education Services*<sup>4</sup> or to market the Education Services,;
- 7.2.2. carry out market research and for forecasting purposes;
- 7.2.3. carry out any contracts that may be formed between us, students and/or any third parties (in particular, in order to be able to provide the Education Services);

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<sup>4</sup> Boston City Campus and/or Boston Media House offer various educational courses and programmes, including postgraduate, degrees, diplomas, higher certificates, occupational courses, and short learning programmes.

- 7.2.4. provide communications in respect of our Education Services (including, but not limited to, communications regarding special offers, new courses which may be available, associated courses and others);
- 7.2.5. respond to any queries, made either through our Website or by contacting us telephonically or via email;
- 7.2.6. notify any changes to the Education Services offered by us (including, but not limited to, any additional services which we may offer in the future or any changes pertaining to the manner in which such Education Services will be made available, either through physical classes or virtually);
- 7.2.7. improve the Education Services we offer or generally to improve the experience any of our campuses (whether in relation to our online or physical campus);
- 7.2.8. provide communications regarding any amounts owed to us as a consequence of us rendering the Education Services or for any other reason not relating to the provision of the Education Services;
- 7.2.9. provide communications to third parties including (without limitation) debt collection agencies, the South African Revenue Services and/or credit bureaus; and
- 7.2.10. include within our marketing communications or any marketing campaign which we may run.

7.3. Boston City Campus and Boston Media House take appropriate, reasonable technical and organisations measures to protect personal information, and use technology that helps to do this, however, the transmission of information via the internet is not completely secure and we cannot guarantee the security of information transmitted to us. Any transmission of information to Boston City Campus and/or Boston Media House is entirely at the users own risk. Once information is received by Boston City Campus and/or Boston Media House, we or the applicable third party service providers shall use strict procedures and security features to try and prevent unauthorised access.

7.4. Boston City Campus' and Boston Media House's full Privacy Notice is available as follows:

Boston City Campus	<a href="https://www.boston.ac.za/privacy-policy/">https://www.boston.ac.za/privacy-policy/</a>
Boston Media House	<a href="https://www.bostonmediahouse.ac.za/privacy-policy/">https://www.bostonmediahouse.ac.za/privacy-policy/</a>

## 8. FEES

8.1. The Act provides for 2 (two) types of fees:

Request Fee	Non-refundable administration fee paid by all requestors
	Except personal requestors
Access Fee	Paid by all requestors, only when access has been granted.

8.2. Boston City Campus and/or Boston Media House may withhold the relevant record (should access be granted to same) until the request fee and the deposit, where required, have been paid. A deposit may be required in terms of Section 54(2) of the Act where the search and preparation of the of the record, in the opinion of the Information Officer, would require more than the prescribed hours. The deposit will be calculated at 1/3 of the relevant access fee payable by the requester.

8.3. The relevant fees are:

Description	Amount
1. The request fee	R140.00
2. Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3. Printed copy of A4-size page	R2.00 per page or part thereof.
4. For a copy in a computer-readable form on:	
(i) Flash drive (to be provided by requestor)	R40.00

(ii) Compact disc	
<ul style="list-style-type: none"> <li>If provided by requestor</li> <li>If provided to the requestor</li> </ul>	R40.00 R60.00
5. For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6. Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7. Transcription of an audio record, per A4-size page	R24.00
8. Copy of an audio record on:	R40.00
(iii) Flash drive (to be provided by requestor)	R40.00
(iv) Compact disc	R60.00
<ul style="list-style-type: none"> <li>If provided by requestor</li> </ul> If provided to the requestor	
9. To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
To not exceed a total cost of	R435.00
10. Deposit: If search exceeds 6 hours	1/3 of amount per request calculated in terms of items 2 to 8.
11. Postage, e-mail or any other electronic transfer	Actual expense, if any.

## 9. DECISION ON REQUEST AND NOTICE THEREOF

9.1. The Information Officer will, as soon as is reasonably possible, but in any event within 30 (thirty) days, after the request for access to records is received, decide whether to grant the request and will notify the requester of the decision.



## **10. EXTENSION PERIOD TO DEAL WITH REQUEST**

10.1. The Information Officer may extend the decision on whether to grant access to a record for a period of no more than 30 (thirty) days, and will notify the requester thereof as soon as is reasonably practicable, but in any event within 30 days, if:

- 10.1.1. the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the private body concerned;
- 10.1.2. the request requires a search for records in, or collection thereof from, an office of the private body not situated in the same town or city as the office of the head that cannot reasonably be completed within the original period;
- 10.1.3. consultation among divisions of the private body or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;
- 10.1.4. more than one of the circumstances contemplated in paragraphs 10.1.1, 10.1.2 and 10.1.3 exist in respect of the request making compliance with the original period not reasonably possible; or
- 10.1.5. the requester consents in writing to such extension.

## **11. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS OF A PRIVATE BODY**

11.1. Chapter 4 (four) of the Act provides for the Grounds of Refusal to Access to Records for a private body. In order to avoid unnecessary prolixity, attention is merely drawn to this Chapter, and the relevant Sections are not dealt with in this Manual.

## **12. RIGHT OF APPEAL**

12.1. A requestor that is dissatisfied with the Information Officer's refusal to grant access to any information may:

- 12.1.1. within 30 (thirty) days of being informed that the request was not granted lodge an internal appeal; or

12.1.2. within 30 (thirty) days of notification of the decision apply to court for relief.

12.2. A third party dissatisfied with the Information Officer's decision to grant a request may, within 30 days of notification of the decision, apply to court for relief.

### 13. AVAILABILITY OF THE MANUAL

13.1. The Manual will be updated regularly, as and when required.

13.2. Updated versions of the Manual will be available to any person upon request and payment of a reasonable amount, to the Information Regulator, and at:

#### 13.2.1. Boston City Campus

Website	<a href="https://www.boston.ac.za">https://www.boston.ac.za</a>
Physical Address	Address: 247 Louis Botha Avenue Orange Grove, Orchards, Johannesburg, 2197

#### 13.2.2. Boston Media House

Website	<a href="https://www.bostonmediahouse.ac.za">https://www.bostonmediahouse.ac.za</a>
Physical Address	Address: 247 Louis Botha Avenue Orange Grove, Orchards, Johannesburg, 2197

### 14. ANNEXURES

Annexure A	Form C - Request For Access To Record Of Private Body  (in terms of Section 53(1) of the Act)
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**D. Particulars of record**

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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**E. Fees**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

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**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an <b>X</b> .	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

<b>1. If the record is in written or printed form:</b>					
	copy of record*		inspection of record		
<b>2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>					
	view the images		copy of the images*		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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**G. Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form.  
**The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:

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2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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Signed at ..... this day..... of .....year .....

.....  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE