



JEWELLERY
COUNCIL
SOUTH
AFRICA

PAIA MANUAL

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

DATE OF COMPILATION: 12/05/2026
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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|---|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO“ | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE JEWELLERY COUNCIL OF SOUTH AFRICA

3.1. Chief Information Officer

Name: Lorna Lloyd - CEO
Tel: (011) 484-5528
Email: lornal@jewellery.org.za
Fax number: n/a

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Elsa da Silva
Tel: (011) 484-5528
Email: elsad@jewellery.org.za
Fax Number: n/a

- 3.3 Access to information general contact:

Email: admin@jewellery.org.za

3.4 National or Head Office

Postal Address: 2 Le Paradis, 3 Oak Avenue, Bedfordview, 2007

Physical Address: 2 Le Paradis, 3 Oak Avenue, Bedfordview, 2007

Telephone: (011) 484-5528

Email: admin@jewellery.org.za

Website: www.jewellery.org.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-

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.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

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.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is not available in other official languages

5. CATEGORIES OF RECORDS OF THE JEWELLERY COUNCIL OF SOUTH AFRICA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Below is an example of the table that can be used.

Category of records	Types of the Record	Available on Website	Available upon request
Memorandum of incorporation	Companies Act 71 of 2008	X	X
PAIA Manual	Promotion of Access to Information Act 2 of 2000	X	X

6. DESCRIPTION OF THE RECORDS OF THE JEWELLERY COUNCIL OF SOUTH AFRICA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

NB: Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE JEWELLERY COUNCIL OF SOUTH AFRICA

NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Marketing Plan
Human Resources	- Employees records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

NB: Describe the purpose or reasons for processing personal information in your organisation.

I have set out below the likely lawful purposes and reasons why the Jewellery Council processes personal information, including membership administration, compliance, events, HR, finance, marketing, legal obligations, and stakeholder engagement.

It also explains the distinction between Promotion of Access to Information Act (PAIA) and Protection of Personal Information Act (POPIA), since “processing personal information” falls primarily under POPIA.

For the Jewellery Council of South Africa, the following purposes and reasons for processing personal information would generally apply and may be included in the organisation's POPIA documentation, PAIA Manual, privacy notices, membership forms, website notices, contracts, and internal compliance policies.

1. Membership Administration

To:

- *Process and manage applications for membership.*
- *Maintain records of member companies and their representatives.*
- *Verify membership status and good standing.*
- *Administer renewals, resignations, suspensions, or terminations.*
- *Communicate with members regarding Council activities, notices, industry matters, meetings, and compliance obligations.*
- *Maintain records relating to the Code of Ethics and Conduct.*

Personal information may include:

- *Names and surnames.*
- *Identity or passport numbers.*
- *Company details.*
- *Contact information.*
- *Registration numbers.*
- *VAT numbers.*
- *Membership history.*

2. Regulatory and Industry Compliance

To:

- *Assist members with compliance relating to legislation affecting the jewellery industry.*
- *Maintain records required in terms of applicable laws.*
- *Liaise with government departments, regulators, and law enforcement authorities.*
- *Process complaints, investigations, disciplinary matters, and dispute resolution.*
- *Verify information submitted by members or applicants.*

This may include compliance with:

- *The Protection of Personal Information Act (POPIA).*
- *The Promotion of Access to Information Act (PAIA).*
- *The Financial Intelligence Centre Act (FICA).*
- *The Diamonds Act.*
- *The Precious Metals Act.*
- *Labour and tax legislation.*

3. Training, Events, Workshops and Webinars

To:

- *Register attendees for events, conferences, webinars, workshops, and training sessions.*
- *Manage venue access, catering, accommodation, and logistics.*
- *Communicate event information and updates.*
- *Maintain attendance records.*

4. Communication and Marketing

To:

- *Send newsletters, circulars, alerts, industry updates, and notices.*
- *Promote Council initiatives, events, campaigns, and industry programmes.*
- *Communicate industry-related information relevant to members and stakeholders.*
- *Conduct member surveys and industry research.*
- *Marketing communications would be subject to consent requirements where applicable.*

5. Consumer and Public Enquiries

To:

- *Respond to enquiries from consumers, members of the public, government bodies, or stakeholders.*
- *Verify the membership status of jewellery businesses.*
- *Process complaints against members.*
- *Facilitate dispute resolution processes where applicable.*

6. Employment and Human Resources

To:

- *Recruit and employ staff.*
- *Administer payroll, leave, benefits, disciplinary processes, and performance management.*
- *Maintain employee records.*
- *Comply with labour, tax, COIDA, UIF, and other employment-related legislation.*
- *Conduct reference, qualification, and background checks where lawful.*

7. Financial Administration

To:

- *Process invoices, subscriptions, payments, and refunds.*
- *Maintain accounting and taxation records.*

- *Conduct audits and financial reporting.*
- *Verify banking details and process electronic payments.*
- *Recover outstanding amounts where necessary.*

8. Website, Electronic Systems and Security

To:

- *Operate and manage the Council's website and electronic systems.*
- *Provide member portal access.*
- *Maintain cybersecurity and system security.*
- *Monitor and investigate unauthorised access or fraudulent activities.*
- *Maintain backups and business continuity systems.*

9. Legal Obligations and Risk Management

To:

- *Comply with legal and regulatory obligations.*
- *Exercise or defend legal rights.*
- *Obtain legal advice.*
- *Manage organisational risk and governance.*
- *Prevent fraud, corruption, theft, money laundering, and unlawful activities.*

10. Stakeholder and Industry Engagement

To:

- *Engage with government departments, industry bodies, chambers, regulators, suppliers, sponsors, and service providers.*
- *Coordinate industry projects and initiatives.*
- *Participate in consultations, policy submissions, and advocacy.*

"The Jewellery Council of South Africa processes personal information for lawful and legitimate business, industry, regulatory, employment, communication, membership, governance, training, and administrative purposes, including compliance with applicable legislation and the promotion and support of the South African jewellery industry."

Important POPIA Principles

When processing personal information, the Jewellery Council should ensure that:

- *Information is processed lawfully and reasonably.*
- *Only information that is necessary and relevant is collected.*
- *Information is kept secure and confidential.*
- *Information is retained only for as long as necessary.*
- *Data subjects are informed of the purposes for processing.*
- *Appropriate consent is obtained where required.*

- *Third-party operators comply with POPIA requirements.*
- *Data subjects may request access, correction, or deletion where applicable.*

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

NB: *Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.*

Below is the template that can be used to set out the categories of data subjects and the description of the nature or categories of the personal information to be processed. Note that the nature or categories of the personal information is dependent on the purpose of the body in performing its functions or services. .

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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

NB: *Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information which may be disseminated and the recipient or category of recipients of the personal information.*

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification Verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

NB: Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.

The Jewellery Council has not planned transborder flows of personal information

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.

All staff members of the Jewellery Council have password protected access to their laptops and computers. The company has anti-virus software loaded onto devices. We utilize the services of DMT IT Solutions who assist with security safeguards.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.jewellery.org.za;

- 9.1.2 at head office of the Jewellery Council of South Africa for public inspection during normal business hours;
 - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4 to the Information Regulator upon request.
- 9.2 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.

10. UPDATING OF THE MANUAL

The head of The Jewellery Council of South Africa will, on a regular basis, update this manual.

Issued by



Lorna Lloyd
Chief Executive Officer