

**MANUAL COMPILED IN ACCORDANCE WITH SECTION 51 of the
PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) (Act 2 OF 2000) and the
PROTECTION OF PERSONAL INFORMATION ACT (POPIA) (Act 4 of 2013)**

for

WWF South Africa

Registration number NPO 003-226

Edition 7, September 2025

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1. INTRODUCTION

The aim of this Manual is to assist potential requestors in requesting access to information (documents or records) from WWF South Africa as contemplated under the Promotion of Access to Information Act no 2 of 2000 ("the Act") and the Protection of Personal Information Act no 4 of 2013 ("POPIA").

This Manual may be amended from time to time and as soon as any amendments have been effected, the latest version of the Manual will be published and distributed in accordance with the Act.

A requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.

2. OVERVIEW

a. Name

WWF South Africa (abbreviated as **WWF-SA**)

The former name, **World Wide Fund for Nature South Africa**, is retained as an alternative name. It is recorded that the voluntary association previously was named the **Southern African Nature Foundation**.

b. Brief History & Legal Personality

The global **WWF** network is the world's largest independent organisation dedicated to the conservation of nature. Founded in 1961, there is a network of offices in close to 100 countries, supported by nearly five million people.

WWF-SA was founded by Dr Anton Rupert in 1968 at the request of HRH Prince Bernhard of the Netherlands, the then International president of WWF.

WWF-SA is an autonomous voluntary association governed by a Constitution. **WWF-SA** is registered as a Non-Profit Organisation (registration number 003-226NPO), is exempt from income tax, donations tax and estate duty and is registered for VAT.

c. Objectives

WWF-SA raises funds and channels support to priority conservation projects that have been developed in partnership with other leading organisations.

The objectives of WWF-SA are:

1. To assist in the conservation of the natural environment and biodiversity in order to contribute to the quality of life, health, benefit and enjoyment of present and future generations;
2. To educate society in furtherance of protection and conservation of the natural environment and biodiversity;
3. To raise funds in order to achieve its objectives.

It is **WWF South Africa's** task to implement the One Global Programme of the WWF Network in South Africa. By aligning its conservation activities more closely with this Programme, we have identified **national priorities**.

Our vision is that by **working with people**, together we will change behaviour and leave **a living planet**.

d. Associated Trusts managed by WWF South Africa

i. The WWF Nedbank Green Trust (IT993/91)

Founded in October 1990, the WWF Nedbank Green Trust is an associated trust of WWF-SA in a mutual-benefit partnership with Nedbank.

ii. The National Parks Trust of South Africa (T342/86)

WWF South Africa's patron, Dr Anton Rupert established The National Parks Trust in 1986 after R4 million was donated to conservation by two foreign donors. The South African Government agreed to match the donation and a trust fund was established.

iii. The Southern African Wildlife College (IT2499/2000)

The Southern African Wildlife College Education Trust was founded by WWF-SA in 2000. The primary aim of this capital trust fund is to provide funding for education and training in nature conservation management at the Southern African Wildlife College.

iv. The Table Mountain Fund (T890/1998)

The Table Mountain Fund is a Trust established in 1998 from funds donated by WWF-SA and the World Bank. TMF develops projects that are aligned with the Cape Action for People and the Environment (C.A.P.E.) and that address target areas of high biodiversity. Investment income generated by the locally raised component of the Fund contributes to Cape Peninsula based projects, while that from the Global Environment Facility supports projects in the whole of the Cape Floral Kingdom, the smallest and richest plant kingdom on earth.

v. The Leslie Hill Succulent Karoo Trust (IT745/95)

The Leslie Hill Succulent Karoo Trust was founded in 1995 by its namesake, Mr Leslie Hill. An accountant and financier by profession, the late Mr Hill established the Trust fund to fund strategic conservation initiatives in the Succulent Karoo, particularly land acquisition for the creation of core conservation areas.

More information in this regard is available from the WWF-SA Annual Review as well as on our website www.wwf.org.za

e. Auditors of WWF-SA and its Associated Trusts

BDO South Africa Incorporated
6th Floor, 123 Hertzog Boulevard
Foreshore, Cape Town, 8001

3. CONTACT DETAILS OF WWF SOUTH AFRICA

(Information required under Section 51(1)(a) of the Act)

Physical Address

First Floor, Bridge House,
Boundary Terraces,
1 Mariendahl Lane,
Newlands 7700
South Africa

Postal Address

P O Box 23273
CLAREMONT
7735
South Africa

Phone number

+27 21 657 6600

Fax number

+27 86 535 9433(SA only) / +27 (0) 21 671 0274

Website

www.wwf.org.za

Information Officer / Contact Person

Mrs Jodie Johnson	Legal & Risk Manager
Phone number	+27 21 657 6600
Fax number	+27 86 535 9433(SA only) / +27 (0) 21 671 0274
e-mail address	paia.request@wwf.org.za

4. THE GUIDE ON HOW TO USE THE ACT AS DESCRIBED IN SECTION 10*(Information required under Section 51(1)(b)(i) of the Act)*

A guide on how to use the Act is available from the Information Regulator. Any queries or complaints should be directed to:

Woodmead North Office Park
54 Maxwell Drive, Woodmead
Johannesburg
2191

General Enquiries: enquiries@inforegulator.org.za
PAIA Complaints: PAIAComplaints@inforegulator.org.za
POPIA Complaints: POPIAComplaints@inforegulator.org.za

5. CATEGORIES OF RECORDS OF WWF-SA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT*(Information required under Section 51(1)(b) (ii) of the Act)*

Annual Financial Statements

6. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION:**Acts that are applicable to WWF-SA***(Information required under Section 51(1)(b)(iii) of the Act)*

Records are kept in accordance with such legislation as is applicable to WWF-SA and its Associated Trusts, which includes but is not limited to, the following legislation:

Basic Conditions of Employment Act (No 75 of 1997)
Compensation for Occupational Injuries and Diseases Act (No 130 of 1993)
Income Tax Act (No 58 of 1962)
Non-Profit Organisations Act (No 71 of 1997)
Non-Profit Organisations Amendment Act (2000)
Skills Development Levies Act (No 9 of 1999)
Trade Marks Act (No 194 of 1993)
Unemployment Insurance Act (No 63 of 2001)
Unemployment Insurance Contributions Act (2002)
Value Added Tax Act (No 89 of 1991)
National Credit Act, No.34 of 2005
Protection of Personal Information Act (No 4 of 2013)
Electronic Communications and Transactions Act, (No. 25 of 2002).

7. ACCESS TO RECORDS HELD BY WWF-SA*(Information required under Section 51(1)(b)(iv) of the Act)*

It should be noted that any and all records, whether specifically listed herein or not, shall only be made available subject to the provisions of the Act.

a. How to request access to a record

The requestor must make use of the prescribed form to make the request, a copy of which is attached as ANNEXURE B to this manual. The request must be made to the Information Officer at the address of WWF-SA provided herein.

The requester must

- i. Provide sufficient detail in the request to enable the Information Officer to identify the record or records requested and the requester.
- ii. Indicate which form of access is required.
- iii. Specify a postal address or fax number in South Africa, or an e-mail address. The requestor should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- iv. Identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- v. submit proof, to the satisfaction of the head of the private body, of the capacity in which the requester is making the request if a request is made on behalf of another.

Completed request forms together with the request fee (if applicable) should be submitted to the Information Officer as described under item 3: CONTACT DETAILS.

The request for access to records will deem to have been made once the form has been received by our offices.

b. Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the request fee:

- The information officer must by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request.
- The fee that a requester must pay to a private body is R140.00. The requester may lodge an application to the court against the tender or payment of the request fee.
- After the Information Officer has made a decision on the request, the requester must be notified in the form he or she required.
- If the request is granted, then a further access fee must be paid for reproduction and for search and preparation to search and prepare the record for disclosure as set out in Annexure A.

Should you require greater clarity, we refer you to the Guide on how to use the Promotion of Access to Information Act available from the Information Regulator on the website <https://inforegulator.org.za/paia-guidelines/>

c. Categories of records held by WWF-SA

Listed here are the categories of records held by **WWF-SA**. These records pertain to the operation of **WWF-SA** as well as to the **Trusts managed by WWF-SA**.

i. Administration & Operational Records

(as may be required for the day to day running of WWF-SA)

- Asset register
- Correspondence between persons within and without WWF-SA not covered by the records described elsewhere.
- General Housekeeping information
- Information relating to WWF-SA's business plans, systems and procedures.
- Minutes of meetings
- Policies & Procedures
- Publications
- Photo Library (electronic)

- WWF-SA Data Base (electronic), including but not limited to Partners, Corporate Members, Members, Supporters and Individual donors.
- ii. **Other Records and Information pertaining (but not limited) to**
- **Conservation**, such as Position Statements, Contracts with WWF-SA Conservation Partners & Project executants, Active and Closed Projects, Project Reports and Payment Schedules
 - **Conservation Education**, such as Eco-Schools reports and awards, Scholarships, Quarterly reports, Statistics, Projects & Presentations.
 - **Financial Management** including Budgets, Banking, Investment statements & reports, Quarterly and Annual Financial reports, Accounting records, Auditor's reports and Annual Reviews, Tax Returns and VAT reports.
 - **Fundraising and Communication** with donors and potential donors, Sustainability reports, potential Funders, Direct Marketing, Mailing Lists, Functions, Sponsorships, Grants.
 - **Governance**, such as the Constitution.
 - **Information Technology** (hardware, software, data collection and storage)
 - **Human Resources**, such as Employment Contracts, Employment Equity Report, Human Resource Information (including internal policies and procedures, employee records as well as information regarding past, present and prospective employees), Organograms, Rules and Regulations relating to the Medical Aid, Rules and Regulations relating to the Pension Fund and/or Provident Fund, Skills Development Report.
 - **Legal and Compliance**, such as Commercial Contracts Agreements and Memoranda of Understanding, Insurance Policies, Licensing Contracts relating to use of the Panda Trademark logo, Requisitions, permits, licences, authorisations, approvals, applications, consents required for the day to day running of WWF-SA, Risk Management.
 - **Marketing**, such as Marketing plans systems and procedures, Advertising, Press releases, Media monitoring, News clippings, Publications.

8. PROCESSING OF PERSONAL INFORMATION

(Information required under Section 51(1)(c) of the Act)

- a. Purpose of processing:
- i. Staff administration;
 - ii. Administration of the Associated Trusts;
 - iii. Record keeping;
 - iv. Provision of goods and services to customers;
 - v. Management of relationships with and obligations to stakeholders;
 - vi. Fulfilment of the WWF-SA's objectives.
- b. Categories of data subjects and information

Data Subject	Personal Information which may be processed
Potential, current and past Employees	Names and surnames, ID or passport numbers, contact details, demographics, gender, marital status, pregnancy, financial information (bank account), employment history, educational information, language, photographs, tax information
Online store customers	Delivery address, phone numbers, names and surnames, bank account details,
Licensees / Contractors / Consultants / Service Providers / Partners / Agents	Name and registration / ID or passport numbers, contact details, company documents, tax

	information, authorised persons / signatories, phone numbers, bank account details
Donors / Bequests	Bank account details, Wills, names and surnames, ID numbers, contact details,
Promotional competition entrants	Names and surnames, email addresses, phone numbers, social media handles, ID numbers, address
Directors / Trustees	Names and surnames, address and email addresses, phone numbers, social media handles, physical address information, copies of ID documents, photographs

- c. Recipients to whom Personal Information may be supplied
 - i. Government and Regulatory bodies;
 - ii. Financial Institutions;
 - iii. Suppliers and Service Providers;
 - iv. Agents, representatives and employees.
- d. Trans-border flows of Personal Information
 - i. WWF-SA may transfer the Personal Information of a data subject to a third party in a foreign country, if:
 - The third party receiving the information is subject to a law, binding corporate rules or a binding agreement which provides adequate protection of the Personal Information; or
 - The data subject consents to the transfer; or
 - The transfer is necessary for the performance of a contract between the data subject and WWF-SA or the implementation of pre-contractual measures taken in response to the data subject's request; or
 - The transfer is necessary for the conclusion or performance of a contract in the interest of the data subject between WWF-SA and the third party; or
 - The transfer is for the benefit of the data subject and it is not reasonably practicable to obtain consent of the data subject, and if it were reasonably practicable to obtain consent, the data subject would be likely to give consent.
- e. Information security measures
 - i. IT – data security systems in place;
 - ii. Physical access control;
 - iii. Policies and procedures in place.
- f. Objection to the processing of Personal Information

Any person to whom Personal Information in the possession of WWF South Africa relates (the “data subject”), may at any time submit an objection to the processing of their Personal Information by completing the prescribed form attached as Annexure C hereto. The Information Officer will provide reasonable assistance as necessary to the data subject, free of charge, to enable the data subject to make the objection.
- g. Request for correction or deletion of Personal Information

A data subject may at any time request the correction or deletion of their Personal Information or the deletion or destruction of a record of Personal Information by completing the prescribed form attached as Annexure D hereto. The Information Officer will provide reasonable assistance as necessary to the data subject, free of charge to enable the data subject to complete the form.

9. AVAILABILITY OF THE MANUAL

(Information required under Section 51(3) of the Act)

A copy of this manual is available on the website of WWF South Africa at https://www.wwf.org.za/access_to_information/; and is also available for inspection at the reception desk of WWF South Africa and available to any person upon request for which copies can be made at a charge of R1.10 (one rand ten cents) per A4 page.

10. PRESCRIBED FEE STRUCTURE AND APPLICATION FORM IN RESPECT OF PRIVATE BODIES

The fee structure and the application form are prescribed under the Act and are attached to this manual. It is also available from:

- the Government Gazette,
- the website of the Department of Justice and Constitutional Development (www.doj.gov.za) (section: "regulations")
- the Information Regulator website (<https://inforegulator.org.za/>).

ANNEXURE A
FEEs IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1	The request fee payable by every requester	R140.00
2	Photocopy / printed black and white copy of each A4-size page (per page or part thereof)	R 2.00
3	Printed copy of A4-size page (per page or part thereof)	R 2.00
4	For a copy in a computer-readable form on: (i) Flash drive (to be provided by the requestor). (ii) Compact disc <ul style="list-style-type: none"> • If provided by the requestor; • If provided to the requestor. 	R 40.00 R 40.00 R 60.00
5	For the transcription of visual images per A4-size page.	Service to be outsourced, dependent on quotation from Service Provider
6	Copy of visual images	
7	Transcription of an audio record, per A4-size page	R 24.00
8	Copy of an audio record on: (i) Flash Drive (to be provided by requestor). (ii) Compact disc <ul style="list-style-type: none"> • If provided by the requestor; • If provided to the requestor. 	R 40.00 R 40.00 R 60.00
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. To not exceed the total cost of	R145.00 R435.00
10	Deposit: If search exceeds 6 hours	One third 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.

ANNEXURE B
REQUEST FOR ACCESS TO RECORD
[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

To: The Information Officer
WWF South Africa
1st Floor, Bridge House, Boundary Terraces
1 Mariendahl Lane
Newlands
7700

Email: paia.request@wwf.org.za (as an attachment)

Fax: 086 535 9433(SA only) / +27 (0) 21 671 0274

Mark with an "X"

☐ Request is made in my own name

☐ Request is made on behalf of another person

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable)			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved, the costs relating to your request, if any. Please indicate your preferred manner of correspondence.

Postal address	Facsimile	Electronic communication (Please specify)

Signed at (place) _____ on this _____ day of _____ 20__

Signature of Requester / person on whose behalf the request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Information Officer

ANNEXURE C

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique Identifier / Identity Number	
Residential, postal or business address:	
	Code()
Contact numbers(s):	
Fax number / E-mail Address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	
	Code()
Contact number(s):	
Fax number / E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(3)(a) (Please provide detailed reasons for objection)

Signed atthisday of20.....

.....
Signature of data subject / designated person

ANNEXURE D

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as applicable.*

Mark the appropriate box with an "x"

Request for:

☐

Correction or deletion of the personal information about a data subject which is in possession or under control of the responsible party.

Please select applicable reasons for the selected request:

☐

Inaccurate

☐

Irrelevant

☐

Excessive

☐

Out of date

☐

Incomplete

☐

Misleading

☐

Obtained unlawfully

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of the information.

A	DETAILS OF DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique Identifier / Identity Number	
Residential, postal or business address:	
	Code()
Contact numbers(s):	

Fax number / E-mail Address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	
	Code()
Contact number(s):	
Fax number / E-mail address:	
C	INFORMATION TO BE CORRECTED / DELETED / DESTRUCTED / DESTROYED (Please specify the personal information required to be corrected / destroyed / deleted)
D	EXPLANATION FOR THE SELECTED REASON FOR A REQUEST (Please provide detail explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party)

Signed atthisday of20.....

.....
Signature of data subject / designated person