

INFORMATION COMMISSION



PUBLICATION INFORMATION MANUAL

**Prepared in accordance with Section 53 of the
Access to Information Act, 2018**

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1. List of Acronyms and Abbreviations

“HOIH”	Head of Information Holder
“IO”	Information Officer
“ATIA”	Access to Information Act, 2018
“DPA”	Data Protection Act, 2023

2. Purpose of Publication Manual

This Publication Manual is useful for the public to:

1. Check the nature of the records which may already be available at Information Commission, without the need to submit a formal ATIA request;
2. Have an understanding of how to make a request for access to a record of the Information Commission.
3. Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
4. Know all the remedies available from the Information Commission regarding requests for access to the records, before approaching the information commission;
5. The description of the services available to members of the public from the Information Commission, and how to gain access to those services;
6. A description of the guide on how to use ATIA, as updated by the information commission and how to obtain access to it;
7. If the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and the information or categories of information relating thereto;
8. Know if the Information Commission plans to transfer personal information outside the Republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied; and
9. Know whether the Information Commission has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information to be processed.

3. About the Information Commission

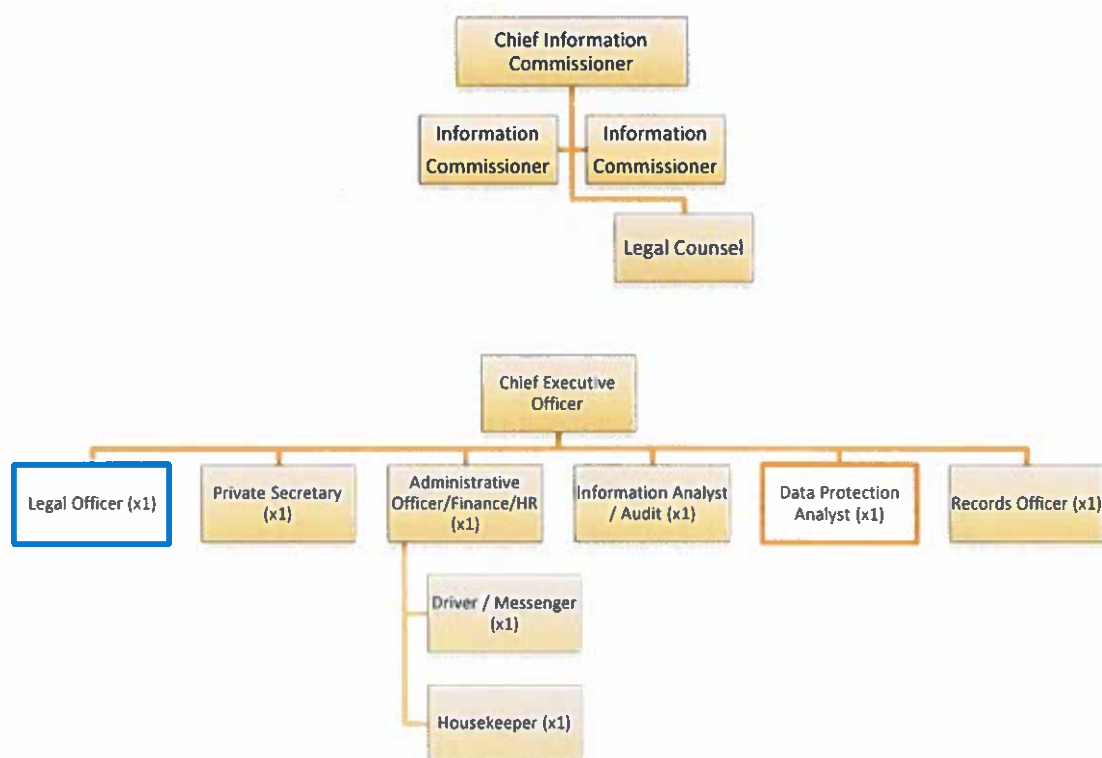
The Information Commission was established under Section 48 of the Access to Information Act, 2018.

3.1 Objectives / Mandate

- To foster good governance through enhancing transparency, accountability, integrity in public service and administration, participation of persons in public affairs, including exposing corruption, to recognize the right of access to information envisaged in Article 28 of the Constitution and for matters connected therewith and incidental thereto.
- For the protection of individuals with regard to the processing of personal data, to recognize the right to privacy envisaged in Article 20 of the Constitution, to promote and facilitate responsible and transparent flow of information by private and public entities and to provide for other related matters.

4. Structure and Functions

4.1 Structure



** Updated organisational structure. The organization structure illustrated above reflects the current structure of the Information Commission. The process has been initiated towards recruitment for the Data Protection Analyst. The Legal Officer position was recommended, and recruitment will be initiated in advance to enable appointment in 2027. This structure may be amended in line with future discussions and needs.*

4.2 Functions

The Information Commission has the power to determine the nature, processes and undertakings necessary to discharge its mandate under this Act, including all work necessary for the promotion, monitoring and protection of the right of access to information and the right to privacy through the protection of personal data.

5. Contact Details

Information Officer

Name: Mrs Dina Antoine
Tel: 4303188/2823797
Email: dantoine@infocom.sc

Head of Information Holder

Name: Ms Diana Benoit
Tel: 4303188/2823777
Email: ceo@infocom.sc

Head Office Contact

Postal Address: P.O. Box 1342

Physical Address: Room 9, KLA Residence, Mont Fleuri

Telephone: +248 4303188

Email: enquiries@infocom.sc

Website: www.infocom.sc

6. Remedies Available under ATIA

Remedies:

- A functional and updated website.
- An active social media presence.
- Outreach to post-secondary schools and various public bodies.
- Regular training of Information Officers.
- An annual convention for Information Officers.
- Distribution of educational materials.

7. Categories of Records Available Without Request

Categories	Document Type	Available on website	Available upon ATIA request
Manual	<ul style="list-style-type: none"> - Publication Information Manual - 'How to Manual' - Procedures manual 	X	X
Legislations / Regulations	<ul style="list-style-type: none"> - Access to Information Act, 2018 - Data Protection Act, 2023 	X	X
Strategic Documents (Plans and Reports)	<ul style="list-style-type: none"> - Annual Report - Strategic Plan - Statistical Report - Audit Report 	X	X
Forms	<ul style="list-style-type: none"> - Complaint form 	X	X
Statutory Instruments	<ul style="list-style-type: none"> - Statutory Instruments of 27 of 2019 - Statutory Instruments of 18 of 2023 	X	X
Directory of IO's & HOIH	<ul style="list-style-type: none"> - List of Information Officers 	X	X

8. Services Available and Access Procedures

8.1 Complaint:

Members of the public who experience or observe any form of malpractice related to the ATIA may contact our office for further assistance. The officers of the Information Commission will then ask the complainant to fill in a complaint form to obtain further details and conduct an investigation if necessary.

8.2 Appeal:

A requestor or a third party may appeal against the decision of the HOIH in writing to the Information Commission if the timeframe for providing the information has elapsed and/or an unsatisfactory response has been received. The 'How to Manual' on our website provides further information on the procedures to be followed before an appeal is submitted to the Information Commission. Further help may be obtained via <https://www.infocom.sc/how-to-manual/>

8.3 Access to Information Request:

(i) Write to the Information Officer

Write to the Information Officer directly. You can expect a reply in writing within 21 days, unless it relates to information, which reasonably appears to be necessary to safeguard the life or liberty of a person, in which case the Information Officer shall reply within 48 hours.

(ii) Apply for review to the Head of Information Holder

If you are not satisfied, you can apply to the HOIH for review of a decision of the Information Officer. You can expect a reply within 15 days.

(iii) Appeal to the Information Commission

If you are still not satisfied, you may appeal to the Information Commission.

(iv) Seek redress through the courts

If you are not satisfied with the outcome of your appeal before the Commission, you may appeal to the Supreme Court.

9. Public Involvement in Policy Formulation and the Exercise of Powers

Members of the public and the Parliament were involved in the initial stages of discussions during the formulation of the ATIA.

10. Availability of the Manual

This manual is made available in the following official language -

- English

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

- On the website of the Information Commission at www.infocom.sc.
- At the head office of the Information Commission for public inspection during normal business hours: 8:00 a.m. to 4:00 p.m.
- To any person upon request.
- To the Information Commission upon request.

11. Updating of the Manual

The Information Commission will, where necessary, update and publish this Manual annually.

Issued by:

Dina Antoine



Information Officer

24/12/25

Date

Diana Benoit



Head of Information Holder

24/12/2025

Date



OFFICAL STAMP