



**ACCESS TO INFORMATION MANUAL
(PRIVATE BODY)**

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

1. Purpose of the Manual in terms of PAIA

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA for Sapcor (Pty) Ltd

2. Request for access to information

In the event that a person or entity requires access to information as contemplated in the Act, the requester must contact Liesl Hepburn - Information officer In terms of section 25(2) states that:

(2) If the request for access is granted, the notice in terms of subsection (1)(b) must state—

(a) **the access** fee (if any) to be paid upon access;

(b) the form in which access will be given; and

(c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access 15 granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

(3) If the request for access is refused, the notice in terms of subsection (1)(b) must—

(a) state adequate reasons for the refusal, including the provisions of this Act relied upon;

(b) exclude, from such reasons, any reference to the content of the record; and

(c) state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

3. Terms used in this document

- 3.1. Company means Sapcor (Pty) Ltd (Registration number: 2009/019274/07), a company duly registered as such in accordance with the laws of the Republic of South Africa and having its principal place of business address situated at 261 Hugh McKinnell street, Constantia Park, Pretoria;
- 3.2. Conditions for Lawful Processing means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;
- 3.3. Constitution means the Constitution of the Republic of South Africa, 1996;
- 3.4. Client refers to any natural or juristic person that received or receives services from the Company
- 3.5. Data Subject has the meaning ascribed thereto in section 1 of POPIA;
- 3.6. Head of the Company means the “head” as defined in section 1 of PAIA and

- referred to in clause 5;
- 3.7. Information Officer means the Company's appointed personnel as referred to in clause 6;
 - 3.8. Manual means this manual prepared in accordance with section 51 of PAIA and regulation 4(1) (d) of the POPIA Regulations
 - 3.9. PAIA means the Promotion of Access to Information Act, 2000
 - 3.10. Personal Information has the meaning ascribed thereto in section 1 of POPIA
 - 3.11. Personnel refers to any person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;
 - 3.12. POPIA means the Protection of Personal Information Act, 2013
 - 3.13. POPIA Regulations mean the regulations promulgated in terms of section 112(2) of POPIA
 - 3.14. Private Body has the meaning ascribed thereto in sections 1 of both PAIA and POPIA
 - 3.15. Processing has the meaning ascribed thereto in section 1 of POPIA;
 - 3.16. Responsible Party has the meaning ascribed thereto in section 1 of POPIA
 - 3.17. Record has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information
 - 3.18. Requester has the meaning ascribed thereto in section 1 of PAIA
 - 3.19. Request for Access has the meaning ascribed thereto in section 1 of PAIA; and
 - 3.20. SAHRC means the South African Human Rights Commission.

4. Background of Sapcor

- 4.1. Sapcor performs the services of a short-term insurance broker

5. Organisation Details

- 5.1. Sapcor
- 5.2. Physical address
 - 261 Hugh McKinnell street
 - Constantia Park
 - Pretoria
- 5.3. Postal address
 - PO Box 2285

Wingate Park

0153

5.4. Contact details

Tel No 012 9988295

Fax No 012 9988291

5.5. Website

www.sapcor.co.za

6. Details of the information officer

Liesl Hepburn

Cell no 082 337 6804

Tel No 012 9988295

Email lieslh@insuresolutions.co.za

7. Section 51(1) (c)

In terms of Section 52, a private body may, on a voluntary and periodic basis, submit to the Minister a description of categories of records which are automatically available without a person having to request access in terms of this Act. This includes records which are available:

- for inspection
- for purchase or copying from the private body; and
- from the private body free of charge)

8. Section 51(1) (d)

The manual must describe those records which a private body must make available in terms of any other legislation. It is recommended that on completing this portion of the manual, information officers should consult with their Secretarial and Legal Services for input and guidance. In the process, it is recommended that the following legislation be considered. This list is by no means exhaustive and is intended to serve as a guide only.

- Arbitration Act 42 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002

- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act no 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Insurance Act 27 of 1943
- Labor Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organized Crime Act 121 of 1998
- Protection of Businesses Act 99 of 1978
- Short Term Insurance Act 53 of 1998
- Short-term Insurance Act no. 53 of 1998
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

9. Section 51(1) (e)

This section of the manual must set out a description of the subjects on which Sapcor holds record, and categories of records held on each subject. These include operational records of Sapcor utilized in the day to day running and administration of its administration, such as):

- Accounting records
- Information Technology
- Intellectual Property
- Personnel Records
- Sales and Marketing
- Statutory Company records
- Client Databases
- Internal Phone lists
- Policies
- Directives
- Minutes of Meetings
- Administrative information

10. Requesting Procedure

A person who wants access to the records must complete the necessary request form, as set out in Annexure 1, and the completed form must be sent to the address or fax number provided in this manual, and marked for the attention of the information officer.

The requester must indicate which form of access is required and identify the right that is

sought to be exercised or protected and provide an explanation of which the requested record is required for the exercise or protection of that right. Proof of the capacity in which the requester is requesting the information.

10.2 Availability of the Manual

10.2.1 This manual is available for inspection by the general public upon request during office hours and there is no charge for viewing the manual at our offices. Copies of the manual may be made available subject to the prescribed fees.

10.2.2 Or on our website at www.sapcor.co.za

10.2.3 Copies may also be requested from the South African Human Rights Commission at the address indicated below.

10.3 Fees

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

10.3.1 A fee will be required by the head (*contact person*) before further processing of the request in terms of S54 of the Act

10.3.2 A requester fee of R50 should be paid, this amount will be refunded should the request for access be refused

10.3.3 A portion of the access fee (not more than one third) may be required before the request is considered

10.3.4 The requester may lodge an application with a court against the payment of the request fee in terms of S54(3)(b) of the Act

10.3.5 The head may withhold a record until the requester has paid the applicable fees

10.4 Details of the Information Regulator

Any queries with regard to this manual should be directed to:

The Information Regulator

**JD House
27 Stiemens Street**

**Braamfontein
Johannesburg**

**PO Box 31533
Braamfontein
Johannesburg
2017**

Phone: 010 023 5200

Email: enquiries@inforegulator.org.za

Website: www.inforegulator.org.za