



PROMOTION OF ACCESS TO INFORMATION ACT

Prepared in accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000

MANUAL

For: PinnAfrica Insurance Underwriting Managers (PTY) LTD
[referred to as PinnAfrica]

1. Introduction

- 1.1 This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 ("the Act"). The purpose of this Act is to give effect to the Constitutional right of access to any information which is held by the State or by any other person and which information is required for the protection of any rights.
- 1.2 It is a requirement of the Act that a manual be prepared by every private body which will provide information regarding the records maintained by the private body, which of these records are available without a person having to request same, records which are maintained in terms of other legislation and details on how a requester will request access to the records.
- 1.3 This document serves as the manual for PinnAfrica which gives effect to Section 51 of the Act.

2. Overview of PinnAfrica

- 2.1 Company Name: PinnAfrica Insurance Underwriting Managers (Pty) Ltd
- 2.2 Registration Number: 2007/035443/07
- 2.3 The private body, PinnAfrica Insurance Underwriting Managers (Pty) Ltd is an insurance underwriting administration management company.

3. Contact details of private body

- 3.1 Managing Director: Mr NC Du Piesanie
- 3.2 Operations Director: Mrs N Wearne
- 3.3 Company Secretary: Mrs S Botha



- 3.4 Postal address: P O Box 98758
Sloane Park
2021
- 3.5 Street address: Block A, 1st Floor,
The Ambridge Office Park,
Vrede Road,
Epson Downs,
Douglasdale,
2021
- 3.6 Telephone number: 010 007 0069 / 011 047 4400
- 3.7 E-mail address: Director@pinnafrica.co.za

4. Guide on how to use the Act

4.1 The South African Human Rights Commission has compiled a guide contemplated in Section 10 of the Act. This guide contains information which may be required by a requester to facilitate the use of the Act.

4.2 Enquiries related to this Guide can be directed to:

The South African Human Rights Commission

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag X2700

Houghton

2041

Telephone number: +27 11 877 3803

Fax number: +27 11 403 0625

E-mail address: PAIA@sahrc.org.za

Website: www.sahrc.org.za

5. Records Available In Accordance With Other Legislation

- 5.1 The private body keeps records in accordance with the following legislation:
- 5.1.1 Basic Conditions of Employment Act, No 75 of 1997
 - 5.1.2 Companies Act, No 61 of 1973
 - 5.1.3 Companies Act, No 71 of 2008
 - 5.1.4 Compensation for Occupational Injuries and Health Diseases Act, No 130 of 1993
 - 5.1.5 Employment Equity Act, No 55 of 1998
 - 5.1.6 Financial Advisory and Intermediary Services Act, No 37 of 2002
 - 5.1.7 Financial Intelligence Centre Act, No 38 of 2001
 - 5.1.8 Income Tax Act, No 95 of 1967
 - 5.1.9 Labour Relations Act, No 66 of 1995
 - 5.1.10 Long Term Insurance Act, No 52 of 1998
 - 5.1.11 National Credit Act, No 34 of 2005
 - 5.1.12 Occupational Health and Safety Act, No 85 of 1993
 - 5.1.14 Short Term Insurance Act, No 53 of 1998
 - 5.1.15 Skills Development Act, No 97 of 1998
 - 5.1.16 Skills Development Levies Act, No 9 of 1999
 - 5.1.17 Unemployment Contributions Act, No 4 of 2002
 - 5.1.18 Unemployment Insurance Act, No 63 of 2001
 - 5.1.19 Value Added Tax Act, No 89 of 1991
 - 5.1.20 The Protection of Personal Information Act 9 (POPIA)

6. Records Readily Available

- 6.1 The following records are available without a person having to request access on:

website: www.pinnafrica.co.za

7. Records Which May Be Requested

7.1 The following records may be requested from the private body. These records are grouped in the following categories and subjects:

7.1.1 Private Body Records

7.1.1.1 Statutory records

7.1.1.2 Operational records

7.1.1.3 Internal policies and procedures

7.1.1.4 Records held by officials of the Private Body

7.1.1.5 Internal correspondence

7.1.1.6 Financial records

7.1.1.7 Policyholder records

7.1.1.8 Marketing records

7.1.1.9 Information technology

7.1.2 Personnel Records

7.1.2.1 Personal records of personnel

7.1.2.2 Employment contracts

7.1.2.3 Training and Development

7.1.2.4 Payroll records

7.1.2.5 Employment Equity

7.1.3 Products and Services

7.1.3.1 Product specification, including long-term and short-term insurance products

8. Procedure To Request Records

8.1 The requester is to complete the prescribed Form, attached hereto as Annexure 1, which Form is also contained in the Regulations to the Act.

8.2 The completed Form may be posted or faxed to the Head of the Private Body at the address of the private body as reflected in paragraph 3 of this manual.

8.3 The requester must provide sufficient detail on the request form to enable the Head of the Private Body to identify the record and the requester. The requester should also indicate which form of access is required. The

requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

- 8.4 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 8.5 If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Head of the Private Body.
- 8.6 Fees
 - 8.6.1 The Act provides for two types of fees, namely:
 - 8.6.1.1 A request fee, which is a standard fee; and
 - 8.6.1.2 An access fee, which fee is calculated by taking into account reproduction costs, search and preparations time and costs, and postal costs.
 - 8.6.2 A requester who seeks to access a record containing his/her personal information is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the request fee of R50.00.
 - 8.6.3 Upon receipt of a request for records, the Head of the Private Body will notify the requester of the request fee (if any) which must be paid before the request is processed further.
 - 8.6.4 Once the request fee has been received by the private body, the Head of the Private Body will make a decision on the request and will notify the requester of this decision.
 - 8.6.5 If a request is granted, a further access fee is payable. The Head of the Private Body will notify the requester of the access fee payable.
- 8.7 Access to certain records may be denied on the grounds set out in the Act. Grounds for refusal to grant access include:
 - 8.7.1 Protecting personal information that the private body hold about a third person (who is a natural person) including a deceased person, from unreasonable disclosure.
 - 8.7.2 Protecting commercial information that the private body holds about a third person, or the private body (for example trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of the private body or third person).
 - 8.7.3 If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement.
 - 8.7.4 If disclosure of the record would endanger the life or physical safety of an individual.

- 8.7.5 If disclosure of the record would prejudice or impair the security of property or means of transport.
- 8.7.6 If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme.
- 8.7.7 If disclosure of the record would prejudice or impair the protection of the safety of the public.
- 8.7.8 The record is privileged from production in legal proceedings, unless the legal privilege has been waived.
- 8.7.9 Disclosure of the record (containing trade secrets; financial, commercial, scientific or technical information) would harm the commercial or financial interests of the private body.
- 8.7.10 Disclosure of the record would put the private body at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- 8.7.11 The record is a computer programme.
- 8.7.12 The record contains information about research being carried out or about to be carried out on behalf of a third party or the private body.

9. Availability of the manual

- 9.1 This manual is available for inspection during office hours, by prior appointment, at the private body's physical address, as reflected in paragraph 3 above. Copies hereof are also available at the SAHRC, whose contact details are reflected in paragraph 4 above.