



INCORPORATING

FALKOW SALOMON & ASSOCIATES

MAX ELLIMAN INSURANCE

FIRST TOUCH COMMUNICATIONS

Section 51 Manual: Promotion of Access to Information Act

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1. Introduction

| | |
|----------------------------|--|
| The Company | Roxsure Insurance Brokers (Pty) Limited |
| Registration number | 1987/005449/07 |
| Physical Address | 47 Corlett Drive Illovo Ext 1 Sandton 2196 |
| Postal Address | P.O. Box 2784 Houghton 2041 |
| Registered Address | 47 Corlett Drive Illovo Ext 1 Sandton 2196 |
| Main Business | Insurance |



2. Particulars in terms of the Section 51 Manual

2.1. Managing Director and Public Officer:

| | |
|----------------------|--|
| Name | Margrietha Magdalena Elizabeth Grove |
| Address | 47 Corlett Drive Illovo Ext 1 Sandton 2196 |
| Telephone | +27 (11) 885 6600 |
| Facsimile | +27 (11) 440 1911 |
| Email address | <i>margie@roxsure.co.za</i> |

2.2. Compliance Officer:

| | |
|----------------------|---|
| Name | Associated Compliance |
| Address | Ground Floor Lakeview House, Constantia Office Park Corner 14 th Ave and Hendrik Potgieter Street Weltevreden Park 1709 |
| Telephone | +27 (11) 678 2533 |
| Mobile | +27 (82) 323 2692 |
| Email address | bryan@associatedcompliance.co.za |

2.3. The Section 10 Guide on how to use the Act

2.3.1. The guide will, according to the South African Human Rights Commission (SAHRC), be available for inspection at the offices of the SAHRC. Please direct any queries to:

| | |
|-----------------------|---|
| Name | The South African Human Rights Commission: PAIA Unit The Research and Documentation Department |
| Postal Address | Private Bag 2700 Houghton 2041 |
| Telephone | +27 (11) 877 3600 |
| Facsimile | +27 (11) 403 0625 |
| Website | www.sahrc.org.za |
| Email | info@sahrc.org.za |

2.4. Records available in terms of any other Legislation

- 2.4.1. Basic Conditions of Employment, No. 75 of 1997;
- 2.4.2. Companies Act, No. 61 of 1973;
- 2.4.3. Companies Act, No. 71 of 2008;
- 2.4.4. Compensation of Occupational Injuries and Diseases Act, No. 130 of 1993;
- 2.4.5. Electronic Communications and Transactions Act, No. 25 of 2002;
- 2.4.6. Employment Equity Act, No. 55 of 1998;
- 2.4.7. Financial Advisory and Intermediary Services Act, No 37 of 2002;
- 2.4.8. Financial Services Board Act, No. 97 of 1990
- 2.4.9. Financial Services Board Act, No. 97 of 1990;
- 2.4.10. Income Tax Act, No. 96 of 1967;
- 2.4.11. Labour Relations Act, No. 66 of 1995;
- 2.4.12. Promotion of Access to Information Act, No. 2 of 2000;
- 2.4.13. Short-term Insurance Act, No. 53 of 1998;
- 2.4.14. Skills Development Levies Act, No. 9 of 1999;
- 2.4.15. Skills Development Act, No. 97 of 1998;
- 2.4.16. Unemployment Insurance Act, No. 63 of 2001;
- 2.4.17. Protection of Personal Information Act, 4 of 2013;
- 2.4.18. Unemployment Insurance Contributions Act, No. 4 of 2002; and
- 2.4.19. Value Added Tax Act, No. 89 of 1991.

2.5. Access to records held by the Company in question

Categories of records held [Section 51 (1) (c) and (e)]

2.5.1. Information readily available:

- 2.5.1.1. Not Applicable

2.5.2. Records held [Section 51 (1) (e)]

2.5.2.1. Records relating to operational aspects of the business:

- 2.5.2.1.1. Records of a public nature, such as details of shareholders, directors, officers and number of employees.
- 2.5.2.1.2. Financial records
- 2.5.2.1.3. Statutory records
- 2.5.2.1.4. Registrations and statutory authorisations
- 2.5.2.1.5. Policies and procedures
- 2.5.2.1.6. Tax returns
- 2.5.2.1.7. Asset register

2.5.2.2. **Human resources**

- 2.5.2.2.1. Internal records and correspondence
- 2.5.2.2.2. Internal disciplinary and grievance procedures
- 2.5.2.2.3. Training records
- 2.5.2.2.4. Salary records
- 2.5.2.2.5. Employment contracts
- 2.5.2.2.6. Leave records

2.5.2.3. **Products and services**

- 2.5.2.3.1. Product offering documentation
- 2.5.2.3.2. Marketing material

2.5.3. **The request procedures:**

2.5.3.1. **Form of request:**

- 2.5.3.1.1. The requester must use the prescribed form to make the request for access to a record. This must be made to the CO of the Company. This request must be made to the address, fax or electronic mail address detailed above.
- 2.5.3.1.2. The requester must provide sufficient detail on the request form to enable the CO of the Company 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.
- 2.5.3.1.3. 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.
- 2.5.3.1.4. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the CO of the Company.
- 2.5.3.1.5. The Company shall respond to the request for information within thirty (30) days of receiving the request in the prescribed form.

2.5.3.1.6. The Company shall respond to the requester (and provide the requested documents) according to the manner of communication indicated by the requester in its application, which will then be deemed to be received/collected by the requester.

2.5.3.1.7. Where a requester has requested Personal Information from the Company, which is subsequently provided, the requester may request a correction of such Personal Information if the information is inaccurate. Such a request shall be made to the CO of the Company, and all correct information must be provided along with the request to correct.

2.5.3.1.8. Where the Company holds Personal Information in respect of any person, such person may object to the processing or further processing of Personal Information. Such objection shall be in writing and directed to the Managing Director of the Company.

2.5.3.2. 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 required request fee:

2.5.3.2.1. The Managing Director of the Company will notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

2.5.3.2.2. The fee that the requester must pay to the Company is R50. The requester may lodge an application to the court against the tender or payment of the request fee.

2.5.3.2.3. After the Managing Director of the Company has made a decision on the request, the requester must be notified in the required form.

2.5.3.2.4. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

2.5.3.3. Refusal of access to records:

2.5.3.3.1. The Managing Director of the Company may, in terms of the Act, refuse access to certain records. The requester will be informed in writing of the

reasons for the refusal. The Managing Director of the Company may refuse access to certain records where an insufficient motivation is submitted by the requester or where:

- 2.5.3.3.1.1. the protection of the rights and privacy of individuals are concerned;
- 2.5.3.3.1.2. the mandatory protection of certain commercial and confidential information of third parties is required by law;
- 2.5.3.3.1.3. intellectual, private and confidential property and interests of the Company, its staff members and customers are concerned;

2.5.3.3.2. If the request for access is refused, the requester may lodge an application with a court as stipulated in section 56 of the Act.

2.6. **Other information as may be prescribed**

[Section 51 (1) (f)]

- 2.6.1. The Minister of Justice and Constitutional Development has not made any regulations in this regard.

2.7. **Availability of the manual**

- 2.7.1. This manual is also available for inspection, during office hours, at the offices of Roxsure Insurance Brokers free of charge. Copies are available from the SAHRC.

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

| | |
|---------------|---|
| Name | Margrietha Magdalena Elizabeth Grove |
| Address | 47 Corlett Drive Illovo Ext. 1 Johannesburg 2196 |
| Telephone | +27 (11) 885 6600 |
| Facsimile | +27 (11) 440 1911 |
| Email address | margie@roxsure.co.za |

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

1. The particulars of the person who requests access to the record must be given below.
2. The address and/or fax number in the Republic to which the information is to be sent must be given.
3. Proof of the capacity in which the request is made, if applicable, must be attached.

| | |
|--|--|
| Full name and surname | |
| Identity number | |
| Postal address | |
| Fax number | |
| Telephone number | |
| Email address | |
| Capacity in which request is made, when made on behalf of another person | |

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

1. This section must be completed **only** if a request for information is made on behalf of another person.

| | |
|-----------------------|--|
| Full name and surname | |
| Identity number | |

D. PARTICULARS OF RECORD

1. 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.
2. If the provided space is inadequate, please continue on a separate folio and attach it to this form.
3. The requested must sign all the additional folios.

| | |
|--|--|
| Description of record or relevant part of the record | |
| Reference number, if available | |
| Any further particulars of record | |

E. FEES

1. A request for access to record, other than record containing Personal Information about yourself, will be processed only after a request fee has been paid.
2. You will be notified of the amount required to be paid as the request fee.
3. The fee payable for access to record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
4. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees

F. FORM OF ACCESS TO RECORD

1. If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1-4 hereunder, state your disability and indicate in which form the record is required.

| Disability | Form in which record is required |
|------------|----------------------------------|
|------------|----------------------------------|

Notes:

- a) Compliance with your request in the specified form may depend on the form in which the record is available.
- b) Access in the form request may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form

Mark the appropriate box with an X

| | |
|-----------------|----------------------|
| Copy of record* | Inspection of record |
|-----------------|----------------------|

2. If the record consists of visual images – this includes photographs, slides, video recordings, computer-generated images, sketches, etc.

Mark the appropriate box with an X

| | | |
|-------------|----------------|-------------------------|
| View images | Copy of images | Transcription of images |
|-------------|----------------|-------------------------|

3. If the record consists of recorded words or information which can be reproduced in sound

Mark the appropriate box with an X

| | |
|--|--|
| Listen to the sound track audio cassette | Transcription of sound track * written or printed document |
|--|--|

4. If the record is held on computer or in an electronic or machine-readable form

Mark the appropriate box with an X

| | | |
|-------------------------|--|---|
| Printed copy of record* | Printed copy of information derived from the record* | Copy in computer readable form * (stiffy or compact disk) |
|-------------------------|--|---|

| | | |
|---|------------|-----------|
| * If you requested a copy or transcription of a record (above), do you wish the Copy or Transcription to be posted to you? <i>Postage is payable</i> | YES | NO |
|---|------------|-----------|

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

1. If the provided space is inadequate, please continue on a separate folio and attach it to this form.
2. The requested must sign all the additional folios.

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

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

1. You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record

| | | | | | | | |
|------------------|--|----------------|--|---------------|--|-----------|--|
| Signed at | | On this | | Day of | | 20 | |
|------------------|--|----------------|--|---------------|--|-----------|--|

SIGNATURE OF REQUESTED /

PRERSON ON WHOSE BEHALF REQUEST IS MADE