



PAIA Manual

Of

Mveledzo Risk Solutions (MRS) (Private Body)

Prepared and compiled on 2022-05-20 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 in respect of Mveledzo Risk Solutions Pty Ltd and its associated entities.

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1. INTRODUCTION

Mveledzo Risk Solutions (MRS) is an authorised Financial Services Provider (FSP Number: 52258), registered with the Financial Sector Conduct Authority (FSCA), offering advisory and intermediary services, in terms of the Financial Advisory and Intermediary Services Act 2002. MRS provides personal and commercial insurance to protect clients' valuable assets from theft, loss and damage.

2. THE ACT

The Promotion of Access to Information Act, No 2 of 2000 ("The Act") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THIS MANUAL

In order to promote effective governance of MRS, it is necessary to ensure that all employees, clients and stakeholders are empowered to understand their rights in terms of The Act.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

Wherever reference is made to "Private Body" in this manual, it will refer to Mveledzo Risk Solutions (MRS) and all its entities for whom this manual is drafted.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

Information Officer: Enos Ndhlovu

Postal Address: 4261 Paisley Avenue
Bluevalley Estate
Kosmosdal
0157

Physical Address: Unit 2 Administration Building, 72 Beaulay Avenue
4261 Paisley Avenue
Bluevalley Estate
Kosmosdal
0157

Telephone No: 066 241 4924
E-mail: Info@mveledzorisk.co.za
Website: www.mveledzorisk.co.za
Registration No: 2021/464483/07

5. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

The South African Human Rights Commission had compiled the guide contemplated in Section 10 of The Act. It contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in The Act. The Guide is available for inspection, inter alia at 29 Princess of Wales Terrace, cnr York and St Andrews Street.

Any enquiries regarding this guide should be directed to:
(RESEARCH AND DOCUMENTATION DEPARTMENT)
Private Bag X2700, HOUGHTON, 2041
Telephone Number: (011) 484-8300
Facsimile Number: (011) 484-1360
Website: www.sahrc.org.za;
PAIA@sahrc.org.za

6. PROMOTION OF ACCESS TO INFORMATION ACT

Promotion of Access to Information Act (PAIA) was enacted to give effect to the constitutional right of access to information. In terms of the Constitution and PAIA, all people in South Africa, including non-nationals, can request information from public and private bodies.

Any enquiries regarding this guide should be directed to:
enquiries@infoeregulator.org.za (general queries)
PAIAComplaints@infoeregulator.org.za (PAIA complaints)
Website: www.infoeregulator.org.za

7. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of the Act, has to date not been published.

8. RECORDS OF MRS

This clause serves as a reference to the records that MRS holds in order to facilitate a request in terms of The Act.

The information is classified and grouped according to records relating to the following subject and categories: It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

General

- VAT Records
- Income Tax Records
- Management Accounts and Financial Statements
- Asset Register

Operating system

- Invoices
- Monthly / quarterly / annual statement

Operational Documents and Records

- Client Document
 - Proposal Form
 - Policy Schedule
 - Policy wording
- Promotional material including Insurer/Administrator brochures
- Written policies regarding business plan / activities
- Written Standard Operating Procedures
- Customer database
- Company profile

9. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to MRS, which includes but is not limited to, the following –

- Labour Relations Act, 66 of 1995
- Employment Equity Act, 55 of 1998
- Electronic Communications and Transactions Act 36 of 2005
- Basic Conditions of Employment Act, 75 of 1997
- Broad Based Economic Empowerment Act, 53 of 2003
- Constitution of the Republic of South Africa, 108 of 1996
- Companies Act, 61 of 1973
- Short-term Insurance Act 53 of 1998
- Financial Advisory and Intermediary Services Act 37 of 2002
- Consumer Protection Act, 68 of 2008
- Value Added Tax Act, 89 of 1991
- Income Tax Act, 58 of 1962
- Financial Intelligence Centre Act, 38 of 2001
- Protection of Personal Information Act, 4 of 2013
- Intellectual Property Laws Amendment Act, 38 of 1997

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

10. RECORDS HELD IN RESPECT OF 3RD PARTY(IES)

Records held by the Private Body pertaining to other parties, including without limitation:

- financial records
- correspondence

- contractual and transactional records
- patient records with written consent

11. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Records held by MRS may be accessed by request only once the prerequisites for access have been met. The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record. The requester must complete the prescribed form C and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify:

- The record or records requested;
- The identity of the requester;
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

MRS will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied. If, in addition, the requester requires the reason for the decision in any other manner, he / she must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requesters making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The requester must pay the prescribed fee before any further processing can take place.

12. FEES

The Act provides for two types of fees, namely:

- A request fee, which will be a standard fee; and
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the Information Officer receives the request, such Officer shall by notice require the requester, to pay the prescribed request fee (if any) before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated in **Appendix 2**.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer must repay the deposit to the requester.

13. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for MRS to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party;
 - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;

The commercial activities may include:

- Trade secrets of MRS;
- Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of MRS;
- Information which, if disclosed could put MRS at a disadvantage in negotiations or commercial competition;
- A computer program, owned by MRS, and protected by copyright.

The research information of MRS or a third party, if its disclosure would reveal information of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

14. REMEDIES AVAILABLE IN THE EVENT OF REFUSAL OF REQUEST

- Internal remedies
MRS does not have an internal appeal procedure. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their

disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

- External remedies

A requester who is dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. A Court for relief, is a Court of Law as referred to in The Act or any other Court of similar status.

15. DECISION

The Information Officer will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30 day period within which the Information Officer has to decide whether to grant or refuse the request, may be extended for further period of not more than thirty days if the request is for a large amount of information, or the request requires a search for information held at another location and the information cannot reasonably be obtained within the original 30 day period. MRS will notify the requester in writing should an extension be sought

PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

FORM C

REQUEST FOR ACCESS TO RECORDS OF *PRIVATE BODY*

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

(Regulation 4)

A. Particulars of MRS

The Managing Director: Enos Ndhlovu

4261 Paisley avenue
Bluevalley Golf Estate
Kosmosdal 0157

B. Particulars of person requesting access to the record

<p><i>The particulars of the person who requests access to the records must be recorded below. Furnish an address and/or email address in the Republic to which information must be sent. Proof of the capacity in which the request is made, if applicable, must be attached. Reason for request in writing.</i></p>

Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Telephone Number: _____

Email address: _____

C. Particulars of person on whose behalf request is made:

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

Surname: _____

Identity Number: _____

D. Particulars of record:

*Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be located.
If the provided space is inadequate please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.*

Description of the record or relevant part of the record:

Reference number, if available: _____

Any further particulars of the record:

E. Fees:

*A request for access to a record containing personal information about you will be processed only after a **request fee** has been paid.
You will be notified of the amount of the request fee.
The **fee payable for access** to a record depends on the form in which the access is required and the reasonable time required to searching for and preparing a record.
If you qualify for exemption from the payment of any fee, please state the reason for this.*

Reason for exemption from payment of the fee:

F. Form of access to the record:

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

Disability:	Form in which record is required:

Mark the appropriate box with an " X "

Your indication as to the required form of access depends on the form in which the record is available.

Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

The fee payable for access to 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:

<input type="checkbox"/>	<i>Copy of record*</i>	<input type="checkbox"/>	<i>Inspector</i>
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2. If the record consists of visual images:

(This includes photographs, slides, video recordings, computer generated images, sketches, etc.)

<input type="checkbox"/>	<i>View the images</i>	<input type="checkbox"/>	<i>Copy the images*</i>	<input type="checkbox"/>	<i>Transcription of the images*</i>
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3. If the record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	<i>Listen to the soundtrack (memory stick)</i>	<input type="checkbox"/>	<i>Transcription of soundtrack* (written or printed document)</i>
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4. If the record is held on computer or in an electronic or machine-readable form:

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	<i>Printed copy of record</i>		<i>Printed copy of information derived from the record*</i>		<i>Copy in computer readable form*(stiffy or compact disc)</i>
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<i>*If you requested a copy or transcription of a record (above), do you want the copy or transcription to be posted to you?</i>	Yes	No
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G. Particulars of right to be exercised or protected:

*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 folios.*

Indicate which right is to be exercised or protected:

Explain why the requested record is required for the exercising or protection of the afore mentioned right:

H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof 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 _____ 202_____

**SIGNATURE OF REQUESTER/PERSON
ON WHO'S BEHALF REQUEST IS MADE**

APPENDIX - 2

REPRODUCTION FEES

Where the requested document appears in the appendix 1, i.e. the *Private Body* has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, shall be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERED TO ABOVE ARE:

- For every photocopy of an A4-size page or part thereof **R 1, 10**
- For every printed copy of an A4-size page or part thereof **R 0, 75**
- For a copy in a computer-readable form **R 70, 00**
- A transcription of visual images, for an A4-size page or part thereof **R 40, 00**
- For a copy of visual images **R 60, 00**
- A transcription of an audio record, for an A4-size page or part thereof **R 20, 00**
- For a copy of an audio record **R 30, 00**

All fees are excluding VAT.

Request fees:

Where a requester submits a request for access to information held by MRS or a person other than the requester him / herself, a request fee in the amount of **R50, 00** is payable up-front before MRS further processes the request received.

AVAILABILITY OF THE MANUAL

This manual is available on the premises of MRS as well as on the website.

Signed by: _____

Date: _____