

INFORMATION MANUAL
IN TERMS OF
THE PROMOTION OF ACCESS TO INFORMATION ACT
INCLUDING
REQUEST FOR INFORMATION, FORMS AND FEES

CONTENTS

- A. CONTENTS
- B. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION
 - 1. Contact details
 - 2. The section 10 Guide on how to use the Act
 - 3. Records available in terms of any other legislation
 - 4. Access to the records held by the private body in question
 - 5. Other information as may be prescribed
 - 6. Availability of the manual

1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

Contact Details /PARTICULARS OF ACE one of the ACE group of Insurance & Reinsurance Companies

Any person who wishes to request any information from Ace with the object of protecting or exercising a right may contact the Information officer whose contact details are as follows;

<u>Postal Address</u>	<u>Physical address</u>
The Information Officer ACE Insurance Limited c/o Compliance Division P.O Box 1192 Saxonwold 2132	22 Oxford Road Parktown Tel: (011) 351 5000 Fax (011) 351 8035 e-mail Inforofficer@hollard.co.za Website www.hollard.co.za

Prescribed Access Form

- A request for access to a record of Ace must be made in the prescribed form to Ace at the address, fax number or electronic mail address given above.

For the request form see **ANNEXURE A**.

Requestors, please note that all of the information required should be provided, failing which the process will be delayed while Ace requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished to Ace by the requestor.

2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The Guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit
The Research and Documentation Department
 Postal address: Private Bag 2700
 Houghton
 2041

Telephone: +27 11 484-8300
 Fax: +27 11 484-7146
 Website: www.sahrc.org.za
 E-mail: PAIA@sahrc.org.za

3. TYPES OF RECORDS

The requestor may request access to the following types of documents;

Personnel Records

These include but are not limited to the following:

Any personal records provided to Ace by their personnel; any records a third party has provided

to Ace about any of their personnel; conditions of employment and other personnel-related contractual and quasi-legal records; internal evaluation records; and other internal records and correspondence.

Customer-related records

A customer includes any natural or juristic entity who receives services from Ace. Customer-related information includes but is not limited to the following:

Any records a customer has provided to a third party acting for or on behalf of Ace; any records a third party has provided to Ace; and records generated by or within Ace pertaining to the customer, including transactional records.

Financial, IT and Operational records

This includes but is not limited to the following:

Financial records; operational records; databases; information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury-related records; securities and equities; and records held by officials of Ace.

Other Parties

Ace may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers. Alternatively, such other parties may possess records which can be said to belong to Ace.

The following records fall under this category:

Personnel, customer or Ace records which are held by another party as opposed to being held by Ace; and records held by Ace pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

Records Available in terms of other legislation

The requestor may also request information which is available in terms of legislation, such as the following;

Alienation of Land Act, Banks Act, Basic Conditions of Employment Act, Companies Act, Compensation for Occupational Injuries & Diseases Act, Employment Equity Act, Financial Markets Control Act, Financial Services Board Act, Income Tax Act, Labour Relations Act, Long Term Insurance Act, Occupational Health and Safety Act, Promotion of Equality and Prevention of Unfair Discrimination Act, Regional Services Councils Act, Short Term Insurance Act, Skills Development Act, Skills Development Levies Act, South African Qualifications Authority Act, VAT Act, Financial Intelligence Centre Act, Financial Advisory and Intermediary Services Act, Protection of Constitutional Democracy Against Terrorist and related Activities Act.

4. ACCESS TO THE RECORDS HELD BY THE PRIVATE BODY IN QUESTION

Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to Ace, to the address, fax number or electronic mail address of the body concerned.

- The requester must provide sufficient detail on the request form to enable Ace to identify the record and the requester. The requester should also indicate which form of access is required. The requester should state the necessary particulars and indicate if any other manner is to be used to inform the requester.
- 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.
- 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 Ace.

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:

- Ace 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.
- The fee that the requester must pay to Ace is R50. The requester may lodge an application to court against the tender or payment of the request fee.
- After Ace has made a decision on the request, the requester will be notified in the required form.
- 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 These are listed in **ANNEXURE B**.

5. OTHER INFORMATION AS MAY BE PRESCRIBED

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

6. AVAILABILITY OF THE MANUAL

The manual is also available for inspection at Ace's offices, free of charge; and copies are available with the SAHRC and on the Ace website, www.hollard.co.za

ANNEXURE A
FORM FOR REQUEST FOR ACCESS TO A RECORD

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REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY

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

(Regulation 10)

A. PARTICULARS OF ACE one of the ACE group of Insurance & Reinsurance Companies

Postal Address

The Information Officer
ACE Insurance Limited
c/o Compliance Division
P.O Box 1192
Saxonold
2132

Physical Address

22 Oxford Road
Parktown
Tel: (011) 351 5000
Fax (011) 351 8035
e-mail Inforofficer@hollard.co.za
Website www.hollard.co.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

<p>(a) <i>The particulars of the person who requests access to the records must be recorded below.</i></p> <p>(b) <i>Furnish an address and/or fax number in the Republic to which information must be sent.</i></p> <p>(c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p>

Full name and surname:

Identity number:

Postal Address:

Telephone number: _____ Fax number: _____

E-mail address:

Capacity in which request is made, when made on behalf of another person:

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.

Full names and surname:

Identity number:

D. Particulars of record:

(a) *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.*
 (b) *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.***

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

(a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
 (b) *You will be notified of the amount required to be paid as the request fee.*
 (c) *The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
 (d) *If you qualify for exemption of the payment of any fee, please state the reason*

4. If record is held on computer or in an electronic or machine-readable form:						
	Printed copy of record		Printed copy of information derived from the record*		Copy in computer readable form* (stiffy or compact disc)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?					YES	NO
Postage is payable.						

G. Particulars of right to be exercised or protected:

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.

Indicate which right is to be exercised or protected:

1. Explain why the requested record is required for the exercising or protection of the aforementioned 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 _____ this ____ day of _____ 2005

 SIGNATURE OF REQUESTER/PERSON ON
 WHOSE BEHALF REQUEST IS MADE

ANNEXURE B

Reproduction fees and Access fees

The applicable fees for reproduction and access are:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
• For a copy in a computer-readable form on:	
- stiffy disc	7,50
- compact disc	70,00
- A transcription of visual images, for an A4-size page or part thereof	40,00
- For a copy of visual images	60,00
- A transcription of an audio record, for an A4-size page or part thereof	20,00
- For a copy of an audio record	30,00
or a part thereof	20,00
- For a copy of an audio record	30,00

The request fee payable by a requester, other than a personal requester, is R50,00.

- To search for a record that must be disclosed, R30,00 per hour or part of an hour reasonably required for such search and preparation.
- For purposes of Section 54(2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) One third of the access fee is payable as a deposit by the requester.
- Where a copy of a record needs to be posted the actual postal fee is payable.