

PAIA MANUAL



1. PURPOSE OF THE PAIA MANUAL

The Manual is compiled in terms of the Promotion of Access to Information Act No. 2 of 2000 (PAIA) to give effect to the Constitutional right to privacy. Everyone has the right to access information held by public and private bodies when this information is required to exercise a right or to protect a right.

2. GUIDE TO USE THE PAIA MANUAL

2.1. In terms of section 10(1) of PAIA, the Regulator has made available the Guide on how to use PAIA to assist people to access records and exercise their right to information.

2.2. The Guide is available in each of the official languages free of charge from the Information Regulator whose details are below:

Postal address	Physical address	Contact details	
PO Box 31533 Braamfontein Johannesburg 2017	JD House 27 Stiemens Street Braamfontein Johannesburg 2001	Email:	General enquiries: enquiries@infoeregulator.org.za . Complaints: PAIAComplaints@infoeregulator.org.za POPIAComplaints@infoeregulator.org.za
		Website:	www.justice.gov.za/infoereg

3. CATEGORIES OF RECORDS THAT AVAILABLE WITHOUT HAVING TO REQUEST ACCESS

These records are available without anyone expressly requesting access. List is not exhaustive.

Category of records	Description
Branch Managers	Name, physical, postal and email addresses, telephone and fax numbers
Key Personnel	Name, physical, postal and email addresses, telephone and fax numbers
Company Information	Company registration number, physical, postal and email addresses, telephone and fax numbers FSP Licence number

4. DESCRIPTION OF THE RECORDS THAT ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

These records are available in accordance with South African legislation. The list is not exhaustive.

Category of records	Applicable legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Financial services licence	Financial Advisory and Intermediary Services Act 37 of 2002

5. DESCRIPTION OF THE CATEGORIES OF RECORDS HELD BY LIBRA INSURANCE BROKERS

These are the operational records held by Libra Insurance Brokers. The list is not exhaustive.

Category of records	Description
Human resources records	any personal records of personnel and next of kin conditions of employment internal evaluation records related correspondence
Policyholder records	a policyholder includes any natural or juristic entity any personal records of policyholders records generated by Libra Insurance Brokers and the third parties it authorises
Operational records	Financial, operational, marketing, IT and other relevant records generated by Libra Insurance Brokers

6. PRESCRIBED ACCESS FORM

A request for access to a record must be made on the prescribed form (known as Form C) attached to the Manual and sent to the Information Officer whose details appear below:

Mr Pieter Nel			
Postal address	Physical address	Contact details	
Private Bag X166 Centurion 0046	1013 Saxby Avenue East Eldoraigne 0157	Tel no : Email: Web site:	(012) 654 4165 pieter@librabrokers.co.za www.librabrokers.co.za

7. REQUEST PROCEDURE

7.1. A request for access to a record must be made in writing on Form C which is attached to this Manual.

- 7.2. It must contain the name and contact details of the requester. It must also provide sufficient details to identify the record requested.
- 7.3. The requester should also indicate the format in which access to the record is requested.
- 7.4. Where the request is made on behalf of another person, the requester must submit proof, in the form of an affidavit or a letter of consent, of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

8. PAYMENT OF FEES

- 8.1. The requester must complete the prescribed form to request access to a record and send it to the physical, postal address or email address of the Information Officer.
- 8.2. The Information Officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- 8.3. The request fee that the requester may pay is R50 (fifty Rand).
- 8.4. A request will be considered when the completed form and the prescribed request fee have been received.
- 8.5. Fees for reproduction may be payable by a requester. The reproduction may be photocopies, printed copies, electronic format (ie on a device), copies of visual images, the transcription of audio records, or copies of an audio record.
- 8.6. To search for the record for disclosure, a search fee per hour or part of an hour may be payable.
- 8.7. The actual postal or courier fee is payable when a copy of a record must be sent by post or courier to the requester.

9. AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

- 9.1. on the web site at www.librabrokers.co.za;
- 9.2. at the head office of the Libra Insurance Brokers for inspection during normal business hours;
- 9.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.4. to the Information Regulator upon request.

FORM C

REQUEST FOR ACCESS TO A RECORD OF LIBRA INSURANCE BROKERS

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 4)

1. PARTICULARS OF PRIVATE BODY

Postal address	Physical address	Contact details	

2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

0 The particulars of the person who requests access to the records must be recorded below.	
0 Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.	
0 Proof of the capacity in which the request is made, if applicable, must be attached.	
Full names and surname	
Identity number	
Postal address	
Telephone number	Fax number
Email address	
Capacity in which request is made, when made on behalf of another person	

3. 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	

4. PARTICULARS OF RECORD

<p>0 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.</p> <p>0 If the space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.</p>
Description of record or relevant part of the record
Reference number, if available
Any further particulars of record

4.1 Fees

<p>0 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.</p> <p>0 You will be notified of the amount required to be paid as the request fee.</p> <p>0 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.</p> <p>0 If you qualify for exemption of the payment of any fee, please state the reason therefore.</p>
Reason for exemption from payment of fees

4.2 Form of access to record

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for hereunder, state your disability and indicate in which form the record is required.			
Disability		Form in which record is required	
<p>Mark the appropriate box with an X</p> <p>NOTES:</p> <p>0 Your indication as to the required form of access depends on the form in which the record is available.</p> <p>0 Access in the form requested may be refused in certain circumstances. In such a case you will be informed whether access will be granted in another form.</p> <p>0 The fee payable for access to the record, if any , will be determined partly by the form in which access is requested.</p>			
If the record is in written or printed form:			
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record
If record consists of visual images: (This includes photographs, slides , video recordings, computer-generated images, sketches, etc.)			
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	Transcription of the images*
If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	Listen to the soundtrack (audiocassette)	<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)
If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	Printed copy of record	<input type="checkbox"/>	Printed copy of information derived from the record *
<input type="checkbox"/>		<input type="checkbox"/>	Copy in computer-readable form*(flash 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? A postal fee is payable.			<input type="checkbox"/> YES <input type="checkbox"/> NO

5. 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

Explain why the requested record is required for the exercising or protection of the aforementioned right

6. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved or 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 _____ 20__ -

SIGNATURE OF REQUESTER/PERSON
ONWHOSE BEHALF REQUEST IS MADE

