



PAIA MANUAL

PREVIOUS VERSION

Version	
Review date	
Policy owner	

CURRENT VERSION

Version	
Review date	
Policy owner	
Notes	

Full name

Capacity

Date

Signature

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1. INTRODUCTION

- 1.1 This manual is compiled in terms of the Promotion of Access to Information Act, No 2 of 2000 ("PAIA"). PAIA gives effect to the constitutional right of access to information contained in Section 32 of the Constitution of the Republic of South Africa.
- 1.2 In terms of PAIA, public bodies are required to compile a manual as a Guide to requesters of information. This manual further serves to indicate the kind of records held by IUM (Pty) Ltd (IUM) and the availability of such records.

2. DEFINITIONS

- 2.1 **Complainant**
means a requester or a third party, as defined in section 1 of PAIA;
- 2.2 **Guide**
means the guidance document on how to use PAIA as contemplated in section 10 of PAIA;
- 2.3 **In Writing**
means the form of a data message and accessible in a manner usable for subsequent reference, as contemplated in section 12 of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002);
- 2.4 **Signature**
means a signature contemplated in section 13 of the Electronic Communications and Transactions Act, 2002; and

3. FUNCTIONS AND FUNCTIONAL STRUCTURE

- 3.1 IUM, underwritten by Guardrisk Insurance Company Limited, is the largest independently owned underwriting manager in Southern Africa, offering brokers and their clients insurance solutions that are comprehensive and cost-effective.
- 3.2 We offer cover for multinational corporations, but also for individuals. Our extensive range of products includes assets all risks, commercial, personal and lifestyle as well as specialist marine and liability insurance.
- 3.3 As such, IUM has at its disposal a considerable amount of information, gathered in the ordinary course of its business. This information may be of interest to the IUM stakeholders. This manual is intended to facilitate requests made in terms of PAIA for access to information held by IUM. To this end, this manual sets out the:
 - 3.3.1 structure and functions of IUM;
 - 3.3.2 contact details of IUM's Information Officer and Deputy Information Officer; and
 - 3.3.3 procedure and such other detail, to facilitate requests made in terms of PAIA, for access to information held by IUM.

4. INFORMATION OFFICER CONTACT DETAILS

- 4.1 IUM's Information Officer:

Name:	Greg Hutchinson
Designation:	Chief Information Officer
Contact Number:	010 045 2705
Email Address:	greg@gbadmin.co.za
- 4.2 IUM has, in terms of Section 17(1) of PAIA, designated the person below as the Deputy Information Officer:

Name:	Haley Herbst
Designation:	General Legal & Compliance Manager
Contact Number:	010 045 3415
Email Address:	haley@ium.co.za
- 4.3 IUM's Information Officer and Deputy Information Officer share the same physical and postal address as below:

9th floor, IUM Building
2 Nicol Road
Bedfordview
Gauteng
2007
- 4.4 All requests for information under PAIA must be submitted and will be attended to by the Information Officer, in the manner consistent with the procedure set out below and PAIA.

5. GUIDE ON HOW TO USE PAIA

- 5.1 The South African Human Rights Commission ("SAHRC") is responsible for and has developed a Guide in each of the country's 11 (eleven) languages, with information on how to use PAIA. This Guide is available on the SAHRC website alternatively you can request it by completing Annexure B and submitting same to IUM's Information Officer as per point 4.1 above.

5.2 Any information or queries related to the Guide should be directed to:

The South African Human Rights Commission

The Research and Document Department

PAIA Unit

Private Bag X2700

Houghton

2041

Telephone Number: 011 877 3600

Fax Number: 011 403 0625

Website: www.sahrc.org.za

Email Address: PAIA@sahrc.org.za

6. INFORMATION REQUEST

In terms of Part 3, Chapter 1, Section 50 of PAIA, any person may request access to information from IUM provided that:

- 6.1 The record is required for exercising or protection of rights;
- 6.2 The requestor complies with the procedural requirements as defined in PAIA for a request to access a record;
- 6.3 Access to a record is not refused on any ground for refusal as contemplated in PAIA.

7. ACCESS TO RECORDS HELD BY IUM

- 7.1 In terms of Section 52 of PAIA, the following categories of IUM records are available without a person having to request access:
 - 7.1.1 Product information;
 - 7.1.2 Proposal forms;
 - 7.1.3 Claim Forms;
 - 7.1.4 Advertising pamphlets and brochures;
 - 7.1.5 Newsletters
- 7.2 A requester may also request access to records, which are available for inspection in terms of legislation other than the PAIA, such as the following:
 - 7.2.1 Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
 - 7.2.2 Companies Act, 2008 (Act No. 71 of 2008);
 - 7.2.3 Compensation for Occupational Injuries and Health Diseases Act, 1993 (Act No. 130 of 1993);
 - 7.2.4 Copyright Act, Act No. 1978 (Act No. 98 of 1978);
 - 7.2.5 Intellectual Property Laws Amendments Act, 1997 (Act No. 38 of 1997);
 - 7.2.6 Labour Relations Act, 1995 (Act No. 66 of 1995);
 - 7.2.7 Occupational Health and Safety Act, 1993 (Act No. 85 of 1993);
 - 7.2.8 Skills Development Act, 1998 (Act No. 97 of 1998);
 - 7.2.9 Skills Development Levies Act, 1999 (Act No. 9 of 1999);
 - 7.2.10 Trademarks Act, 1993 (Act No. 194 of 1993); and
 - 7.2.11 Value Added Tax Act, 1991 (Act No. 89 of 1991).

To obtain the information or records referred to in paragraph 6 above, the request needs to be received on the prescribed form and addressed to the contact person as given in paragraph 4 above. (see attached **Annexure A**)

8. REQUEST PROCEDURE

All requests for information or records under PAIA must comply with the following requirements:

- 8.1 The request must be made through the request form (**Annexure A**, attached hereto);
- 8.2 When completing the form:
 - 8.2.1 Provide your full name and contact details;
 - 8.2.2 If you are acting on behalf of another person state in what capacity, for example, legal guardian, next of kin etc. Note that proof of capacity must be attached;
 - 8.2.3 If you are making the request on behalf of another person, you must provide that person's full names and identity number;
 - 8.2.4 Provide a detailed description of the record required providing any reference numbers if possible;
 - 8.2.5 If you are unable to read, view or listen to the record requested due to disability, you must provide details of your disability and, in what form we must supply the record to you;
 - 8.2.6 Mark with an (x) the appropriate record type option as provided on the form i.e., written, visual, audio or data that you require;
 - 8.2.7 The right to be exercised or protected by you must be detailed as well as the reason for exercising or protecting this right;
 - 8.2.8 The form must be dated and signed in the places provided for this purpose;

- 8.2.9 Once you have completed the application form it must be emailed to IUM's Information Officer as per point 4 or delivered to the offices of IUM as provided in this manual;
- 8.2.10 On receipt of your application, IUM's Information Officer will make a decision to disclose the requested information based on the information provided;
- 8.2.11 You will then receive a written notification of the decision made, our further advices and the prescribed fees (if any) that is payable prior to processing the request. Please refer to Annexure C for a full breakdown of fees payable.

*Please note that all attachments/additional folios you add to the form must be signed by you.

- 8.3 Fully completed request forms must be electronically mailed or hand delivered to IUM's Information Officer. The contact details of the Information Officer are set out in paragraph 4 above.

9. CONSIDERING THE REQUEST

- 9.1 Requests for records for the purpose of criminal or civil proceedings are dealt with in terms of Section 7 of PAIA. Section 7(1) provides as follows:

"The Act" does not apply to a record of a public body or a private body if:

- 9.1.1 That record is requested for the purpose of criminal or civil proceedings;
- 9.1.2 So, requested after the commencement of such criminal or civil proceedings, as the case may be;
- 9.1.3 The production of or access to that record for the purpose referred to in paragraph (a) is provided in law."
- 9.2 If Section 7(1) applies to a request, then the requester must use the rules and procedures for discovery of information related to the legal proceedings.
- 9.3 IUM may refuse access at its sole discretion, including where requests are clearly facetious and/or vexatious.

10. DECISION OF IUM

- 10.1 IUM's Information Officer will render reasonable assistance to a requester as may be necessary to enable that requester to comply with the request procedure set out in paragraph 7 above.
- 10.2 The Information Officer will as soon as reasonably possible, but within 30 (thirty) days after the request is received, decide whether to grant the request or not.
- 10.3 During the 30 (thirty) days referred to in paragraph 9.2 above or the extended period, the Information Officer will:
 - 10.3.1 gather and consider the information or record requested;
 - 10.3.2 consult with relevant departments in IUM as may be necessary desirable to decide upon the request under consideration;
 - 10.3.3 solicit such other assistance as may be necessary to make an informed decision regarding the request under consideration;
 - 10.3.4 if the request is granted, inform the requester in Writing.
- 10.4 If the request is declined, inform the requester of the decision to decline the request in Writing, and furnish the reasons for the decision.

11. RIGHT TO CHALLENGE

- 11.1 IUM is not a public body referred to in paragraph (a) of the definition of "public body" in Section 1 of PAIA. Therefore, no internal appeal lies against the decision of IUM's Information Officer regarding access to information.
- 11.2 If a requester does not agree with the decision, the requester may apply, within 180 (one hundred and eighty) days of being advised of the Information Officer's decision, to the High Court having jurisdiction, for an appropriate order.
- 11.3 A requester may also seek relief from any court with appropriate jurisdiction in respect of the following decisions of the Information Officer:
 - 11.3.1 The amount of fees required to be paid; and/or
 - 11.3.2 The extension of the period within which the information will be provided.

12. RECORD TYPES THAT MAY BE REQUESTED

- 12.1 Personal Records;
- 12.2 Financial Records;
- 12.3 Sales Records;
- 12.4 Client Care Records;
- 12.5 Claim Records;
- 12.6 Information Technology Records;
- 12.7 Secretariat Records; or
- 12.8 "Other Parties" Records **

** Other parties records are defined as those records pertaining to other parties held by IUM or vice versa.

13. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

In terms of Chapter 3, Section 56 of PAIA, IUM will after all reasonable steps have been taken to find the record requested notify the requestor as prescribed by affidavit or affirmation should the record not be found or does not exist.

14. THIRD PARTY NOTIFICATION AND INTERVENTION

In terms of Chapter 5 of PAIA, and its sections and sub-sections IUM will take all reasonable steps to inform a third party of a request received that pertains to them in the manner so prescribed in this chapter.

Request for Access to a Record

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

The Information Officer

9th floor, IUM Building

2 Nicol Road

Bedfordview

Gauteng

2007

REQUEST DETAILS

PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

Full names and surname		Identity number	
Postal address			
Fax Number		Telephone number	
Email address			

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

(Attach ID copy)

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	
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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 page and attach it to this form. The requester must sign all the additional pages.

Description of record or relevant part of the record:

Reference number, if available	
Any further particulars of record	

FORM OF ACCESS TO RECORD

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

Disability:

For in which record is required:

1. Compliance with your request in the specified form may depend on the form in which the record is available.
2. 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.

MARK THE APPROPRIATE BOX WITH A TICK WHERE APPLICABLE

1. If the record is in Writing or printed form:

- 1.1 Copy of record
- 1.2 Inspection of the record

2. If the record consists of visual images

- 2.1 View the images
- 2.2 Copy of the images*
- 2.3 Transcription of the images*

FOR OFFICIAL USE

Reference number:	
Request received by:	
Date Received:	
Access Fees:	
Deposit (if any):	

Signed at _____ this _____ day of _____ 20 ____ .

Full name Capacity Date Signature



REQUEST FOR A COPY OF THE GUIDE

The Information Officer
9th floor, IUM Building
2 Nicol Road
Bedfordview
Gauteng
2007

Full names			
In my capacity as		Name of private body (if applicable)	
Physical address			
Postal address			
Email address		Facsimile	
Work contact number		Cellphone number	

Hereby requests the following copy(ies) of the guide:

Language	No. of copies	Mark with a tick	Language	No. of copies	Mark with a tick
English			isiZulu		
Afrikaans			Sesotho		
Setswana			siSwati		
Tshivenda			Xitsonga		
Sepedi			isiXhosa		
isiNdebele					

MANNER OF COLLECTION

(Mark with a tick)

Personal collection	
Postal address	
Facsimile	
Electronic communication	
Specify electronic communication	

SIGN-OFF

Signed at _____ this _____ day of _____ 20 _____ .

Full name Capacity Date Signature

REQUEST DETAILS

The following applies to requests (other than personal requests):

1. A requester is required to pay a preliminary request fee before a request will be processed.
2. If the preparation of the record requested required more than the prescribed hours (six), an additional deposit shall be paid (of not more than one third of the access fee which would be payable if the request was granted).
3. A requestor may lodge an application with a court against the render/payment of the request fee and/or deposit.
4. Records may be withheld until the fees have been paid.
5. The fee structure is also available on the South African Human Rights Commission’s website at www.sahrc.org.za.

No.	Description	Fee
1.	The fee for a copy of the manual as contemplated in regulation 9(2)(c), for every photocopy of an A4 size page or part thereof.	R2.00
2.	The fees for reproduction referred to in regulation 11(1) are as follows:	
2.1	For every photocopy of an A4 size page or part thereof	R2.00
2.2	For every printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
2.3	For a copy in a computer readable form on a stiffer disc	R40.00
2.4	For a copy in a computer readable form on computer disc	R60.00
2.5	For a transcription of visual images, for an A4 size page or part thereof	R40.00
2.6	For a copy of a visual image	R60.00
2.7	For a transcription of an audio record	R20.00
2.8	For a copy of an audio record	R30.00
3.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	R140.00
4.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(3):	
4.1	For every photocopy of an A4 size page or part thereof	R2.00
4.2	For a printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
4.3	For a copy in a computer readable form on stiffer disc	R7.40
4.4	For a copy in a computer readable form on computer disc	R70.00
4.5	For a transcription of visual images, for an A4 size page or part thereof	R40.00
4.6	For a copy of a visual image	R60.00
4.7	For a transcription of an audio record, for A4 size page or part thereof	R20.00
4.8	For a copy of an audio record	R30.00
5.	The actual postage fee is payable when a copy of a record must be posted to a requester	-
6.	For purposes of section 54(2) of the Act, the following applies:	
6.1	Six hours as the hours to be exceeded before a deposit is payable	
6.2	One third of the access fee is payable as a deposit by the requester	



PROVIDING PROTECTION AND REDUCING RISK

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www.ium.co.za

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Western Cape, 7530

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