



PAIA MANUAL

This manual applies to
Fedgroup Life Limited - (Reg no. 2007/ 018003/06) FAIS no. 40607

(hereinafter "Fedgroup")



Table of Contents

1.	Introduction to the Promotion of Access to Information Act	3
2.	Fedgroup Life Limited	3
3.	Purpose of the PAIA Manual	3
4.	Important Definitions	4
5.	Contact Details of the Head of the Organisation [Section 51(1)(a)]	6
6.	The Information Officer (Herein the “Head”)	6
7.	Guide of SA Human Rights Commission (Section 51(1) (b))	7
8.	The Latest Notice in Terms of Section 52(2) [Section 51(1)(c)]	7
9.	Description of the Records of the Body Which are Available in Accordance with any other Legislation (Section 51(1) (d))	8
10.	Description of the Records of the Body Which are Available in Accordance with any other Legislation (Section 51(1) (d))	10
11.	Records Available without a Request to Access in terms of the Act	13
12.	Detail to Facilitate a Request for Access to a Record of Fedgroup (Section 51(1) (e))	13
13.	Refusal of Access to Records	14
14.	Remedies Available When Fedgroup Refuses a Request	15
15.	Access to Records Held by Fedgroup	16
16.	Prescribed Fees (Section 51 (1) (f))	17
17.	Copy of the Manual Fee as contemplated in Regulation 9(2)(c)	17
18.	Reproduction Fee (Regulation 11(1))	17
19.	Decision	19
20.	Availability and Updating of the PAIA Manual	20
21.	Appendix 1: Access Request Form	21

1. Introduction to the Promotion of Access to Information Act

- 1.1 The Promotion of Access to Information Act, No.2 of 2000 (the “Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 (the “Constitution”) of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2 In terms of section 51 of the Act, all qualifying Private Bodies (natural or juristic persons) are required to compile an Information Manual (“PAIA Manual”).
- 1.3 Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may be adopted when requesting information from a public or private body.

2. Fedgroup Life Limited

Fedgroup is a South African specialist provider of financial services. Fedgroup Life Limited is a licenced life insurer under the Insurance Act and is authorised to conduct life insurance business. We have built a reputation for transparency, integrity and for providing specialised expertise, tailored to provide our clients with sustainable value and an ongoing competitive advantage.

3. Purpose of the PAIA Manual

- 3.1. The purpose of PAIA is to promote the right of access to information, to foster a culture of transparency and accountability within Fedgroup by giving the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 3.2. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.
- 3.3. The Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
 - 3.3.1. Limitations aimed at the reasonable protection of privacy;
 - 3.3.2. Commercial confidentiality; and
 - 3.3.3. Effective, efficient and good governance; and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 3.4. This PAIA Manual complies with the requirements mentioned in section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its regulations by private and public bodies.

4. Important Definitions

Consent: means any voluntary, specific, and informed expression of will in terms of which permission is given for the processing of personal information.

Data Subject means the person to whom personal information relates.

Head, in relation to, a private body means:

- in the case of a natural person, that natural person or any person duly authorised by that natural person,
- in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership,
- in the case of a juristic person:
 - the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or
 - the person who is acting as such or any person duly authorised by such acting person.

Information Regulator means the Regulator established in terms of Section 39 of POPIA.

Information Officer means the Head of a private body.

Deputy Information Officer means the person to whom any power or duty conferred or imposed on an Information Officer by POPI has been delegated.

PAIA means the Promotion of Access to Information Act 2 of 2000.

POPIA means the Promotion of Personal Information Act 4 of 2013.

Person means a natural person or a juristic person.

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Processing means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.

Private body means:

- a natural person who carries or has carried on any trade, business, or profession, but only in such capacity,
- a partnership which carries or has carried on any trade, business, or profession; or
- any former or existing juristic person but excludes a public body.

Public body means:

- any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- any other functionary or institution when:
 - exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
 - exercising a public power or performing a public function in terms of any legislation

Requester in relation to a private body, means any person, including, but not limited to public body or an official thereof, making a request for access to a record of the organisation or a person acting on behalf of such person.

Personal Requester means a Requester seeking access to a record containing personal information about the Requester.

Request for access means a request for access to a record of the organisation in terms of section 50 of PAIA.

Record means any recorded information regardless of the form or medium, in the possession or under the control of the organisation irrespective of whether or not it was created by the organisation.

Special Personal Information: the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject. The prohibition on processing special personal information does not apply if the processing is carried out with the consent of a data subject or if processing is necessary for the establishment, exercise or defence of a right or obligation in law or information has deliberately been made public by the data subject.

Third Party in relation to a request for access to a record held by the organisation, or any person other than the Requester.

5. Contact Details of the Head of the Organisation [Section 51(1)(a)]

Chief Executive Officer:	Grant Barden Field
Registered Address:	Fedgroup House, 89 Bute Lane, Sandton, 2196
Postal Address:	PO Box 782823, Sandton, 2146
Telephone Number:	+27 11 305 2318
Website:	https://fedgroup.co.za/

6. The Information Officer (Herein the “Head”)

- 6.1. The Act prescribes the appointment of an Information Officer for public bodies where such Information Officer is responsible to, inter alia, assess request for access to information. The head of a private body, by default, fulfils such a function in terms of section 51. The Chief Executive Officer, in his capacity as the head of Fedgroup, has opted to appoint an Information Officer to assess such a request for access to information as well as to oversee its required functions in terms of the Act.
- 6.2. The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.
- 6.3. The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render Fedgroup as accessible as reasonable possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All request for information in terms of this Act must be addressed to the Information Officer.

Contact details of the Information Officer

Information Officer:	Leanne Toffie
Physical address:	Fedgroup House, 89 Bute Lane, Sandton, 2196
Telephone number:	+27 11 305 2300
Postal address:	PO Box 782823, Sandton, 2146
Email:	leanneto@fedgroup.co.za

7. Guide of SA Human Rights Commission (Section 51(1) (b))

- 7.1. The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 7.2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 7.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide contains information for the purpose of existing Constitutional rights.
- 7.4. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide. A copy of the Guide may be obtained by contacting the South African Human Rights Commission (SAHRC) at:

Contact body:	The South African Human Rights Commission
Postal address:	Private Bag 2700, Houghton 2041
Telephone number:	+27 11 877 3600
Email:	PAIA@sahrc.org.za
Website:	www.sahrc.org.za

Or, alternatively its successor, The Information Regulator (South Africa) at:

Contact body:	The Information Regulator
Physical address:	SALU Building, 316 Thabo Sehume Street, Pretoria
Contact person:	Ms. Mmamoroke Mphelo
Telephone number:	+27 12 406 4818
Fax number:	086 500 3351
Email:	infoereg@justice.gov.za

8. The latest notice in terms of Section 52(2) [Section 51(1)(c)]

No notice has been published on the categories of records that are automatically available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on Fedgroup's website and mobile App is automatically available without having to request access in terms of PAIA.

9. Description of the Records of the Body Which are Available in Accordance with any other Legislation (Section 51(1) (d))

9.1. Where applicable to its operations, Fedgroup also retains records and documents in terms of the legislation below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act, including the below mentioned legislation and applicable internal policies and procedures, should such interested parties be entitled to such information. A request for access must be done in accordance with the prescriptions of the Act.

- a. Administration of Estates Act;
- b. Basic Conditions of Employment Act, No 75 of 1997;
- c. Collective Investment Schemes Control Act 45 of 2002;
- d. Companies Act, No 71 of 2008;
- e. Compensation for Occupational Injuries & Diseases Act, 130 of 1993;
- f. Competition Act, No.71 of 2008;
- g. Computation of days as used in the Financial Markets Act, 2012;
- i. Consumer Protection Act;
- j. Cybercrimes and Cybersecurity Bill;
- k. Electronic Communications Act, No 36 of 2005;
- l. Electronic Communications and Transactions Act, No 25 of 2002;
- m. Electronic Deeds Registration Systems Bill, 2017;
- n. Employment Equity Act, No 55 of 1998;
- o. Estate Administration Act;
- p. Estate Duty Act;
- q. Exemption from Regulation 38(2)(c) of the Pension Funds Act, 1956
- r. Financial Intelligence Centre Act, No 38 of 2001;
- s. Financial Advisory and Intermediary Services Act 37 of 2002;
- t. Financial Institutions (Protection of Funds) Act (Act 28 of 2001);
- u. Financial Intelligence Centre Act, No 38 of 2001;
- v. Financial Markets Act (Act 19 of 2012);
- w. Financial Matters Amendment Bill, 2018;

- x. Financial Sector Laws Amendment Bill of 2018;
- y. Financial Sector Regulation Act;
- z. Financial Services Board (Act 97 of 1990) Act;
- aa. Financial Services Ombud Schemes Act (Act 37 of 2004);
- bb. Financial Supervision of the Road Accident Fund Act (Act 8 of 1993);
- cc. Income Tax Act, No 58 of 1962;
- dd. Inspection of Financial Institutions Act (Act 80 of 1998);
- ee. Labour Relations Act, No 66 of 1995;
- ff. Long Term Insurance Act, No 52 of 1998;
- gg. National Credit Amendment Bill, 2018;
- hh. Occupational Health & Safety Act, No 85 of 1993;
- ii. Pension Funds Act, No 24 of 1956;
- jj. Prevention and Combating of Hate Crimes and Hate Speech Bill, 2018;
- kk. Prevention of Organised Crime Act, No 121 of 1998;
- ll. Promotion of Access to Information Act, No 2 of 2000;
- mm. Property Valuation Regulations, 2018;
- nn. Protection of Personal Information Act, No. 4 of 2013;
- oo. Skills Development Levies Act No. 9 of 1999;
- pp. Trust Property Control Act 57 of 1988;
- qq. Unemployment Insurance Contributions Act 4 of 2002;
- rr. Value Added Tax Act 89 of 1991.

** Although we have endeavored to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.*

- 9.2. It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

10. Description of the Records of the Body Which are Available in Accordance with any other Legislation (Section 51(1) (d))

10.1. Records held by Fedgroup

For the purposes of this clause, “Personnel” refers to any person who works for, or provides services to, or on behalf of Fedgroup and receives or is entitled to receive remuneration and any other person who assist in carrying out or conducting the business of Fedgroup. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

This clause serves as a reference to the categories of information that Fedgroup holds. The fact that we list a record type here does not necessarily mean that we will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act. The information is classified and grouped according to records relating to the following subjects and categories:

Subject	Category
Companies Act Records	Documents of incorporation; Index of names of Directors; Certificate and Memorandum of Incorporation; Trust deeds; Minutes of meetings of the Board of Directors; Minutes of meetings of shareholders; Proxy forms; Register of directors’ shareholdings; Share certificates; Share Register and other statutory registers and/or records and/or documents; Special resolutions/Resolutions passed at general and class meetings; Records relating to the appointment of: Auditors; Directors; Prescribed Officer; Public Officer; and Secretary

Financial Records	Accounting records; Annual financial reports; Annual financial statements Asset registers; Bank statements; Banking details and bank accounts;
	Banking records; Investment details, statements and records; Debtors/Creditors statements and invoices; General ledgers and subsidiary ledgers; General ledger reconciliations; Policies and procedures; Rental Agreements; and Tax returns
Procurement	Standard Terms and Conditions for supply of services and products; Contractor, customer and supplier agreements; Lists of suppliers, customers, products, services and distribution
Personnel Documents and Records	Personnel documents and records (including personal information); Verification checks; CVs; Garnishee orders; Disciplinary records; Employee benefits arrangements rules and records; Employment contracts; Employment Equity Plan; Forms and applications; Grievance procedures; Leave records; Medical Aid records; Payroll reports/Wage register; Pension Fund records; Safety, Health and Environmental records; Salary records; SETA records; Standard letters and notices; Training manuals; Training registers and records;

Client documents and information	<p>Client personal information;</p> <p>Client contracts and agreements;</p> <p>Client files;</p> <p>Client instructions;</p> <p>Client correspondence;</p> <p>Required Compliance records such as, but not limited to: Advise Records, Debit Order Mandates; Broker Appointment; any other Disclosure documents.</p>
Income Tax Records	<p>PAYE records;</p> <p>Documents issued to employees for income tax purposes;</p> <p>Records of payments made to SARS on behalf of employees;</p> <p>All other statutory compliances:</p> <p>VAT</p> <p>Regional services levies</p> <p>Skills development levies</p> <p>UIF</p> <p>Workmen's compensation</p>
Regulatory and Administrative Records	<p>Regulatory policies;</p> <p>FICA Risk Management and Compliance Programme (RMCP);</p> <p>Internal correspondence;</p>
Risk Management and Internal Audit	<p>Audit reports;</p> <p>Risk management frameworks and plans;</p> <p>Risk registers;</p>
Sales	<p>Credit application information;</p> <p>Information and records provided by a third party;</p> <p>Sales and performance records</p>
Marketing	<p>Advertising and promotional material;</p> <p>Marketing information and strategies;</p>
Safety, Health and Environment	<p>Complete Safety, Health and Environment Risk Assessment;</p> <p>Occupational Health and Safety policy;</p> <p>Environmental Managements plans;</p> <p>Inquiries, inspections, examinations by environmental authorities</p>
ICT	<p>Computer / mobile device usage policy documentation; Disaster Recovery plans;</p> <p>Hardware asset registers;</p> <p>Information security policies/standards/procedures; Information technology systems and user manuals Information usage policy documentation;</p>

	Project implementation plans; Software licensing; and System documentation and manuals.
Corporate Social Responsibility (CSR)	CSR schedule of projects/record of organisations that receive funding; Reports, books, publications and general information related to CSR spend; Records and contracts of agreement with funded organisations.

10.2. Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA manual. Amongst other, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before Fedgroup will consider access.

11. Records available without a request to access in terms of the Act

- 11.1. Records of a public nature, typically those disclosed on the Fedgroup website and in its various annual reports, may be accessed without the need to submit a formal application.
- 11.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

12. Detail to facilitate a request for access to a record of Fedgroup (Section 51(1) (e))

- 12.1. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 12.2. The requester must complete the prescribed form enclosed herewith, 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, fax number or electronic mail address as noted in clause 6 above.
- 12.3. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
 - a) the record or records requested;
 - b) the identity of the requester and
 - c) which form of access is required and specify a postal address; email address or fax number of the requester.

- 12.4. 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 is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- 12.5. Fedgroup will process the request within **30 (thirty) days**, unless the Requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 12.6. The requester shall be informed in writing, whether access is granted or denied. If, in addition, the Requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 12.7. If a request is made on behalf of another person, then the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer (section 53(2)(f)).
- 12.8. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 12.9. The requester must pay the prescribed fee before any further processing can take place.
- 12.10. All information as listed in clause 12 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.
- 12.11. Fedgroup will, within 30 (thirty) days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required) to that effect.

13. Refusal of access to records

13.1. Grounds to refuse access

A private body such as Fedgroup is entitled to refuse a request for information.

13.1.1. The main grounds for Fedgroup to refuse a request for information relates to the:

- a) mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic person, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- b) mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013;
- c) mandatory protection of the commercial information of a third party (section 64) if the record contains:

- i. trade secrets of the third party;
 - ii. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - iii. information disclosed in confidence by a third party to Fedgroup, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- d) mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement;
 - e) mandatory protection of the safety of individuals and the protection of property (section 66);
 - f) mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).
- 13.1.2. The commercial activities (section 68) of a private body, such as Fedgroup, which may include:
- a) trade secrets of Fedgroup;
 - b) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Fedgroup;
 - c) information which, if disclosed could put Fedgroup at a
 - d) disadvantage in negotiations or commercial competition;
 - e) a computer program which is owned by Fedgroup, and which is protected by copyright;
 - f) the research information (section 69) of Fedgroup or a third party, if its disclosure would disclose the identity of Fedgroup, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 13.1.3. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 13.1.4. All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 13.1.5. If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

14. Remedies available when Fedgroup refuses a request

14.1. Internal remedies

Fedgroup does not have internal appeal procedures. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

14.2. **External remedies**

14.2.1. A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, may apply to a Court for relief.

14.2.2. A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

15. **Access to records held by Fedgroup**

15.1. **Prerequisites for access by personal/other Requester:**

15.1.1. Records held by Fedgroup may be accessed by requests only once the prerequisite requirements for access have been met.

15.1.2. A requester is any person making a request for access to a record of Fedgroup. There are two types of requesters:

a) Personal Requester

- i. A personal requester is a requester who is seeking access to a record containing personal information about the requester.
- ii. Fedgroup will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested **will not** be charged.

b) Other Requester

- i. This requester (other than a personal requester) is entitled to request access to information on third parties.
- ii. In considering such a request, Fedgroup will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information. The prescribed fee for reproduction of the information requested **will** be charged.

Fedgroup is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

16. Prescribed fees (Section 51 (1) (f))

16.1. Fees provided by the Act:

16.1.1. The Act provides for two types of fees, namely:

- a) **A request fee**, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and
- b) **An access fee**, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester.

16.1.2. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).

16.1.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the prescribed hours (six) in the regulations 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.

16.1.4. The Information Officer shall withhold a record until the requester has paid the fees as indicated below.

16.1.5. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process 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 request form.

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

17. Copy of the manual fee as contemplated in Regulation 9(2)(c)

Reproduction of information fees	Fees to be charged
For every photocopy of an A4 size page or part thereof	R 1,10

18. Reproduction fee (Regulation 11(1))

- 18.1. Where Fedgroup 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, will be a fee for reproduction of the record in question.

Reproduction of information fees	Fees to be charged
For every copy of an A-4 size page photocopy or part thereof	R 1,10
For every printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R 0,75
For a copy in a computer-readable form on stifty disc	R 7,50
For a copy in computer-readable format, for example: Compact disc	R 70,00
For a transcription of visual images, in an A4-size page or part thereof	R 40,00
For a copy of visual images	R 60,00
For 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

- 18.2. **Request fees** referred to in Regulation 11(2)

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of **R50,00** is payable up-front before the institution will further process the request received.

- 18.3. **Access fees** referred to in Regulation 11(3)

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

The applicable access fees which will be payable are:

Access of information fees	Fees to be charged
For every photocopy of an A4 size page or part thereof	R 1,10
For a copy in a computer readable form on stifty disc	R 7,50
For a copy in a computer readable form on compact disc	R 70,00

For a transcription of visual images, for an A4 size page or part thereof	R 40,00
For a copy of a visual image	R 60,00
For a transcription of an audio record, for A4 size page or part thereof	R 20,00
For a copy of an audio record *Per hour or part of an hour reasonably required for such search.	R 30,00*

Where a copy of a record needs to be posted the actual postal fee is payable.

18.4. Deposits

- 18.4.1. Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- 18.4.2. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

18.5. Collection fees

- 18.5.1. The initial "request fee" of R50,00 should be deposited into the bank account provided upon approval and a copy of the deposit slip or proof payment, application form and other correspondence / documents, forwarded to the Information Officer via email.
- 18.5.2. The officer will collect the initial "request fee" of applications received directly by the Information Officer via email.
- 18.5.3. All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

19. Decision

19.1. Time allowed to institution:

- 19.1.1. Fedgroup will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 19.1.2. The 30 (thirty) day period within which Fedgroup has to decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for

a large number of information, or the request requires a search for information held at another office of Fedgroup and the information cannot reasonably be obtained within the original 30 (thirty) day period.

19.1.3. Fedgroup will notify the requester in writing should an extension be sought.

20. Availability and updating of the PAIA Manual

20.1. Regulation Number R.187 of 15 February 2002:

20.1.1. This PAIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. It is available for inspection, on reasonable prior notice, at its premises: Fedgroup House, 89 Bute Lane, Sandton, 2196, as well as on its website, <https://fedgroup.co.za/>. Copies of the manual will also be available from the SAHRC. Fedgroup will update this PAIA Manual at such intervals as may be deemed necessary.

20.1.2. Fedgroup will update this PAIA Manual at such intervals as may be deemed necessary.

Version :	One (01)
Reference documents :	<ul style="list-style-type: none"> • 2001 – Promotion of Access to Information Act, 2000 (PAIA) • Protection of Personal Information Act, 2013 (POPIA)
Approved by :	The Head as referred to in clause 6 – Leanne Toffie

Revision history:

Effective date	Revision version	Description of changes	Prepared by
01 April 2021	01	First implementation	Leanne Toffie

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 for exemption.

Reason for exemption from payment of fees:

.....

.....

.....

.....

F. 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 to 4 below, 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**.

NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.

(b) 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.

(c) 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"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>
2. 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"/>		<input type="checkbox"/>	transcription of the images*	<input type="checkbox"/>
3. If record consists of recorded words or information which can be reproduced in sound:				
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>
4. 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"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)	<input type="checkbox"/>

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
--	------------------------------	-----------------------------

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.

1. Indicate which right is to be exercised or protected:

.....

.....

.....

2. Explain why the record requested is required for the exercise 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 in another manner, please specify the manner and provide the necessary particulars to enable compliance with your

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

[Redacted area]

Signed at [Redacted] this day [Redacted] of [Redacted] year [Redacted]

.....

SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE