



Promotion of Access to Information Act Manual

Effective date: 1 January 2021

TABLE OF CONTENTS

	PAGE
1. INTRODUCTION	3
2. PURPOSE	3
3. SCOPE	3
4. GLOSSARY OF ABBREVIATIONS AND DEFINITIONS	5
5. CONTACT DETAILS	5
THE DATA PROTECTION OFFICER	5
GENERAL INFORMATION	6
6. FURTHER GUIDANCE	6
7. RECORDS OF ALEXANDER FORBES	7
7.1 EMPLOYEE RECORDS – AS DESCRIBED IN SECTION 8.2.....	7
7.2 CLIENT-RELATED RECORDS – AS DESCRIBED IN SECTION 8.2.....	7
7.3 RECORDS RELATING TO ALEXANDER FORBES.....	7
7.4 OTHER RECORDS.....	9
7.5 RECORDS AVAILABLE IN TERMS OF LEGISLATION.....	9
8. THE PROTECTION OF PERSONAL INFORMATION ACT	10
8.1 WHY DOES ALEXANDER FORBES PROCESS PERSONAL INFORMATION?	10
8.2 WHAT PERSONAL INFORMATION DOES ALEXANDER FORBES PROCESS?	10
8.3 WHO ARE THE RECIPIENTS OF PERSONAL INFORMATION?	11
8.4 PLANNED TRANSBORDER FLOWS OF INFORMATION	11
8.5 INFORMATION SECURITY.....	12
9. ACCESS TO RECORDS AND PROCEDURE	12
9.1 WHO MAY REQUEST INFORMATION?	12
9.2 TWO TYPES OF REQUESTERS	12
10. FORM OF REQUEST	13
11. FEES	14
12. DECISION	14
13. GROUNDS FOR REFUSAL	15
14. REMEDIES AVAILABLE WHEN AN INSTITUTION REFUSES A REQUEST FOR INFORMATION	15
14.1 INTERNAL REMEDIES	15
14.2 EXTERNAL REMEDIES	16
15. AVAILABILITY OF THE MANUAL	16
DOCUMENT VERSION CONTROL	16
ANNEXURE A: FEES	17
ANNEXURE B: REQUEST FORM (FORM C)	18

1. Introduction

This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 and section 23 of the Protection of Personal Information Act 4 of 2013.

Section 32(1)(a) of the Constitution of the Republic of South Africa of 1996 (hereinafter referred to as 'the Constitution') provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.

The Promotion of Access to Information Act 2 of 2000 (hereinafter referred to as 'PAIA') is the national legislation which was enacted to give effect to the constitutional right of access to information. PAIA came into operation on 9 March 2001, with the exception of sections 10, 14, 15 and 51, which came into operation on 15 February 2002.

The Protection of Personal Information Act 4 of 2013 (hereinafter referred to as 'POPIA') was enacted to give right to the Constitutional right to privacy and to promote the protection of personal information processed by public and privacy bodies. POPIA was signed into law on 19 November 2013 and will be fully enforceable from 1 July 2021.

2. Purpose

This manual is compiled not only to comply with the provisions of PAIA and POPIA, but is also intended to:

- foster a culture of transparency and accountability by giving effect to the right to information that is required for the exercise or protection of any right, and
- actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

The manual will enable you to know what types of information we have and how you can request access to this information.

3. Scope

This manual applies to the following companies:

Company Name	Registration Number
Alexander Forbes Group Holdings Limited	2006/025226/06
Alexander Forbes Acquisition Proprietary Limited	2006/023218/07
Alexander Forbes Alternatives Proprietary Limited	2016/154765/07
Alexander Forbes Emerging Markets Proprietary Limited	1997/004662/07
Alexander Forbes Fiduciary Services Limited	1920/002057/06
Alexander Forbes Financial Planning Consultants Proprietary Limited	1995/012764/07
Alexander Forbes Financial Services Proprietary Limited	1969/018487/07
Alexander Forbes Financial Services Holdings Proprietary Limited	1995/012732/07
Alexander Forbes Group Services Proprietary Limited	2014/043524/07
Alexander Forbes Health Proprietary Limited	2007/015447/07

Company Name	Registration Number
Alexander Forbes Individual Client Administration Proprietary Limited	2007/015632/07
Alexander Forbes Life Limited	1997/022561/06
Alexander Forbes Limited	1958/001974/06
Alexander Forbes Nominees Proprietary Limited	1988/005546/07
Alexander Forbes Retail Client Administration Proprietary Limited	2010/007532/07
Alexander Forbes Retail Holdings Proprietary Limited	2001/001066/07
Alexander Forbes South Africa Holdings Proprietary Limited	2003/013466/07
Caveo Fund Solutions Proprietary Limited	2003/017504/07
CFS I Proprietary Limited	2007/006099/07
CFS II Proprietary Limited	2007/015588/07
GMA Subsidiary Trading 15 Proprietary Limited	1963/004736/07
GMA Subsidiary Trading 16 Proprietary Limited	1977/003357/07
Alexander Forbes Investments Administration Proprietary Limited	2005/043273/07
Alexander Forbes Investments Holdings Limited	1997/022540/06
Alexander Forbes Investments Limited	1997/000595/06
Alexander Forbes Investments Offshore Funds (S) Limited	2000/027208/06
Alexander Forbes Investments Trustee Company Proprietary Limited	2000/027207/07
Alexander Forbes Investments Unit Trusts Limited	2001/015776/06
Seniors' Finance Proprietary Limited	2005/039721/07
Seniors' Finance Security SPV Proprietary Limited	2007/019770/07
Faranani Risk Solutions Proprietary Limited	1983/008255/07
Innruption Holdings Proprietary Limited	2015/414292/07
RMB Insurance Brokers Proprietary Limited	1983/004614/07

4. Glossary of Abbreviations and Definitions

This section includes definitions for all terms used within this policy, including acronyms where applicable.

Term	Acronym	Definition
Alexander Forbes	AF	Alexander Forbes Group Holdings Limited, subsidiary companies and/or any of the companies that form part of the Alexander Forbes group of companies.
Client	--	Any natural (i.e. an individual) or juristic (e.g. a company, fund, or other legally recognized entity) person that receives products or services from Alexander Forbes.
Data Protection Officer	DPO	A person or persons acting on behalf of Alexander Forbes and who is responsible for discharging the duties and responsibilities assigned to the Information Officer or Head of Alexander Forbes as prescribed in terms of PAIA and POPIA and includes a Deputy Information Officer as considered by these laws.
Employee	--	Includes all permanent staff members, temporary staff, and third party contractors (independent or brokered) who work for Alexander Forbes.
Organisation	--	Alexander Forbes.
Other Requester	--	Any requester other than a personal requester.
Personal Requester	--	A requester who is seeking to access a record containing personal information about themselves.
Requester	--	Any person making a request for access to a record that is under the control of Alexander Forbes.
Third party	--	Any natural or juristic person other than the requester, or, such party acting on behalf of the requester, or Alexander Forbes itself.

5. Contact Details

The Data Protection Officer

Postal address:	PO Box 787240 Sandton, 2146
Physical address:	Alexander Forbes, 115 West Street Sandown, Sandton 2196
Phone number:	+27 (0)11 269 0000
Email:	zzPrivacy@aforbes.com

General Information

Name of private body:	Alexander Forbes Group Holdings Limited
Registration number:	2006/025226/06
Postal address:	PO Box 787240 Sandton, 2146
Physical address:	Alexander Forbes 115 West Street Sandown, 2196
Tel:	+27 (0)11 269 0000
Website:	www.alexanderforbes.co.za
Email address:	info@aforbes.com

6. Further Guidance

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights, specifically around access to personal information rights as described in POPIA. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA or POPIA must 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 PAIA and may be amended from time to time.

Requesters are referred to the guide in terms of Section 10, compiled by the South African Human Rights Commission (SAHRC), which will contain information for the purposes of exercising constitutional rights. The guide is available from the SAHRC.

For further information, either of these regulatory bodies may be contacted using the details below:

	SA Human Rights Commission	The Information Regulator (SA)
Address:	Braampark Forum 3 33 Hoofd Street Braamfontein	33 Hoofd Street Forum III, 3rd Floor Braampark P.O Box 31533 Braamfontein, Johannesburg, 2017
Phone number:	(011) 877 3600	Mr Marks Thibela (CEO) Tel No. +27 10 023 5200 Cell No. +27 82 746 4173
Facsimile:	(086) 410 0149	n/a
Website:	http://www.sahrc.org.za	https://justice.gov.za/inforeg/
Email:	tsebulela@sahrc.org.za	inforeg@justice.gov.za

7. Records of Alexander Forbes

This section includes reference to the records that may be accessed by request from Alexander Forbes.

7.1 Employee records – as described in section 8.2

7.2 Client-related records – as described in section 8.2

7.3 Records relating to Alexander Forbes

	Records	Subject	Availability
7.3.1	Public and investor relations	a. Investor corporate releases	1
		b. Media releases	1
7.3.2	Financial matters	a. Financial statements	1, 12
		b. Tax, VAT and PAYE records (company and employees)	12
		c. Accounting and banking records	12
		d. Invoices	12
		e. Asset register	12
		f. Management accounts	1
7.3.3	Company secretarial and legal	a. Statutory records not available at CIPC	12
		b. Minutes and related meeting information	12
		c. Records of executive, board and shareholder decisions taken and related documentation	1, 12
		d. Documents of incorporation	1
		e. Trademark information	1
		f. General contract documentation	6, 12
7.3.4	Marketing division	a. Market information	12, 13
		b. Public customer information	1
		c. Performance and sales records	12, 2
		d. Marketing strategies	12
		e. Customer databases	12
		f. Brand-related information	12
7.3.5	Human resources	a. Employee or staff records	4, 5, 9

	Records	Subject	Availability
		b. Employment contracts	4, 5
		c. Policies and procedures	4
		d. Health and safety records	4, 5, 8
		e. Employment equity plan	12
		f. Training / learning and development records	12
7.3.6	Information technology	a. Project plans	12
		b. Policies and procedures	12
		c. Disaster recovery	12
		d. IT governance records	12
		e. Licensing and procurement	12

These records include, but are not limited to, the records which pertain to Alexander Forbes's own affairs.

Availability Key

1	May be disclosed	Publicly accessible
2	May not be disclosed	Request after the commencement of legal proceedings (criminal or civil) – PAIA Section 7
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal information that belongs to the requester of the information – PAIA Section 61
5	May not be disclosed	Unreasonable disclosure
6	May not be disclosed	Likely to harm the commercial or financial interests of third party – PAIA Section 64(a)(b)
7	May not be disclosed	Likely to harm the company or third party in contract or other negotiations – PAIA Section 64(c)
8	May not be disclosed	Would breach a duty of confidence owed to a third party in terms of an agreement – PAIA Section 65
9	May not be disclosed	Likely to compromise the safety of individuals or protection of property – PAIA Section 66
10	May not be disclosed	Legally privileged document – PAIA Section 67
11	May not be refused	Environmental testing; investigation which reveals public safety; environmental risks – PAIA Section 64(2) and Section 68(2)

12	May not be disclosed	Commercial information of private body – PAIA Section 68
13	May not be disclosed	Likely to prejudice research and development information of the company or a third party – PAIA Section 69
14	May not be refused	Disclosure in public interest – PAIA Section 70

7.4 Other records

Alexander Forbes may possess records pertaining to other parties, including without limitation Clients, contractors, suppliers, subsidiary or holding or sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Alexander Forbes.

Personnel, Client and other records relating to Alexander Forbes which are held by another party, as opposed to the records held by Alexander Forbes itself.

Records held by Alexander Forbes 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 or suppliers.

7.5 Records available in terms of legislation

A requester may request access to information which is available in terms of other legislation. We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Collective Investment Schemes Control Act 45 of 2002
- Constitution of the Republic of South Africa
- Consumer Protection Act 68 of 2008
- Divorce Act 70 of 1979
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre 38 of 2001
- Financial Sector Regulation Act 9 of 2017
- Income Tax Act 58 of 1962
- Insurance Act 18 of 2017
- Long-Term Insurance Act 52 of 1998
- National Credit Act 34 of 2005
- Pension Funds Act 24 of 1956
- Prescription Act 68 of 1969
- Promotion of Access to information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Value Added Tax Act 89 of 1991

8. The Protection of Personal Information Act

8.1 Why does Alexander Forbes process personal information?

As a financial services provider, Alexander Forbes uses personal information primarily for the purposes of providing corporate and employment benefits, retirements, asset management, insurance, discretionary investments, and wealth management solutions. This is done on behalf of our corporate Clients and their members, as well as our individual Clients. This processing also applies to personal information which is processed prior to contractual arrangements being concluded (e.g. new business, customer quotes, and general customer service activities).

Personal information is also used in our employment processes (recruitment, employee contracts, employment equity, corporate benefits, remuneration, disciplinary action, performance management, training, etc.) and our procurement processes (tenders, due diligence, risk management, onboarding, service level evaluations, etc.).

We may use elements of personal information in some of our standard business operations, including audits, market research, statistical analysis, product development, or other legitimate business purposes aligned with our business functions and activities.

Alexander Forbes also processes personal information in order to comply with our legal obligations under any statutory or regulatory requirements, or for the purposes of law enforcement, investigations, court proceedings, financial crimes, market conduct, or other matters which may be required in the public interest.

8.2 What personal information does Alexander Forbes process?

Alexander Forbes processes information about the following categories of data subjects, including, but not limited to:

Category of data subjects	Types of information processed
Individuals (Clients, members, investors, policy holders)	Name, surname, South African identity number or other identifying number (e.g. passport), date of birth, age, marital status, citizenship, telephone numbers, email address, physical and postal addresses, income tax number, financial information (e.g. remuneration, fund credits, benefits statements, investment portfolio details), banking information including account numbers, health information, FICA documentation. May also include the personal information of children / minors, if they are listed as beneficiaries or dependants.
Entities (corporate clients, funds)	Entity name, registration number, tax-related information, contact details for representatives, FICA documentation, trustee personal information (as for Individuals).
Advisers, brokers, consultants	Licence numbers, physical addresses, contact details, compliance officer details, fit and proper records.
Directors	Identity numbers, names, FICA documentation.
Trustees and Principal Officers	Identity numbers, names, employer, occupation, business address, residential address, copies of identity documentation, proof of residence, contact numbers, email addresses.

Category of data subjects	Types of information processed
Employees, potential employees, new recruitments	Name, surname, South African identity number or other identifying number, contact details, physical and postal address, date of birth, age, marital status, race, disability, information, employment history, criminal background checks, fingerprints, CVs, education history, banking details, income tax reference number, remuneration and benefit information, health information, details related to employee performance, disciplinary procedure information.
Consultants / contractors	This will be dependent on the nature of the services provided to Alexander Forbes but may include any of the details in the categories for Employees and/or Service providers.
Service providers, including outsourced or hosted services, auditors, etc.	Company registration details, identity numbers, BEE certificates, tax clearance, income tax and VAT registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details.

8.3 Who are the recipients of personal information?

- Personal information may be shared by various Alexander Forbes Group entities for the purposes of providing the products and services to corporate clients, their members, individual clients and our own employees.
- We also provide some personal information to third parties to fulfil our contractual obligations, or for any other legal obligations we might have.
- Brokers, advisors, consultants, intermediaries and other administrators.
- Retirement funds and their trustees and Principal Officers.
- Medical aid companies.
- Insurers.
- Recruitment organisations may collect personal information on our behalf.
- Regulators and law enforcement agencies
- The South African Revenue Service (SARS)

8.4 Planned transborder flows of information

Alexander Forbes has operations or transfers personal information to the following countries:

South Africa	Namibia	Nigeria
Botswana	Jersey	

As a result, personal information of clients and members, employees or other data subjects may be transferred into the Republic of South Africa for processing, following which it is transferred back to the country of origin. All operations are required to abide by the Alexander Forbes Group Privacy Policy, and other procedures and guidelines for privacy and data protection, including any statutory or regulatory requirements in these jurisdictions.

We also make use of hosted services provided by third parties. These operations may be hosted in various countries resulting in the transfer of personal information. In general, we try to ensure that these service providers are located in jurisdictions with strong data protection legislation, such as the European Union or the United Kingdom. Where this is not possible, data protection requirements are enforced by means of contractual agreement.

8.5 Information security

Alexander Forbes strives to uphold strong global practices and standards as it pertains to information security, and we have adequate directives in place to ensure that the following areas of information security are managed:

- Identity and access management
- Physical and environmental security controls
- Network security
- Protection from viruses and other malware
- Patch management
- Secure remote working
- Acceptable usage of IT equipment and mobile devices
- Encryption of laptops and blocking of USB ports
- IT disaster recovery and backup procedures
- Training and awareness initiatives
- Cyber Security Incident Response
- Active monitoring and review of the IT and business environment

9. Access to Records and Procedure

Records held by Alexander Forbes may be accessed by the Requester only once the prerequisite requirements for access have been met.

9.1 Who may request information?

Any person who requires information for the exercise or protection of any rights may request information from a private body. Section 50 of PAIA states that a Requester must be given access to any record of a private body if:

- that record is required for the exercise or protection of any rights,
- that person complies with the procedural requirements in PAIA relating to a request for access to that record, and
- access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4, Part 3 of PAIA.

9.2 Two types of requesters

Personal Requester

Alexander Forbes will voluntarily provide the requested information or give access to any record about the Requester's personal information without the Requester having to pay an access fee. However, the prescribed fee for reproduction of the information requested will be charged.

Other Requester

This Requester (other than a Personal Requester) is entitled to request access to information on third party or parties. However, Alexander Forbes is not obliged to voluntarily grant access, and such a request may be denied. The Requester must fulfil the prerequisite requirements for access in terms of PAIA and POPIA, including the payment of a request and access fee.

10. Form of Request

To facilitate the processing of a request, the Requester should:

- Use the prescribed Form C, available on the website of the South African Human Rights Commission at www.sahrc.org.za (a copy is also included in Annexure B: Request Form (Form C) at the end of this manual for ease of reference).
- Address the request to the Data Protection Officer.
- Provide sufficient details to enable Alexander Forbes to identify:
 - The record or records requested
 - The identity of the Requester and such person acting on behalf of the Requester where applicable
 - The form of access required
 - The telephone number, postal address or fax number of the Requester in the Republic of South Africa
 - Whether the Requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof
 - The right which the Requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right

Alexander Forbes will process the request within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessitated.

Where an extension of the 30-day time limit is required, the Requester must be notified, together with reasons explaining why such extension is necessitated

The Requester must be informed whether access granted or denied. If, in addition, a Requester who requires the reasons for the decision in any other manner 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 Requester is making the request to the reasonable satisfaction of the Data Protection 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.

Third Parties

If the request pertains to a third party, the Data Protection Officer must take all reasonable steps to inform that third party of the request within 21 days of receipt of the request. The third party may within 21 days thereafter either make representation as to why the request should be refused, or grant written consent to disclosure. The third party must be advised of both the decision taken and of their right to appeal against the decision by way of application to court within 30 days after the notice.

11. Fees

PAIA provides for two types of fees, namely:

- A request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
- An access fee, payable when access is granted, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the request is received, the Data Protection Officer must by notice require the Requester, excluding a Personal Requester, to pay the prescribed request fee (if any) before further processing of the request.

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 hours prescribed in the regulations for this purpose, the Data Protection Officer must 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 Data Protection Officer must withhold a record until the Requester has paid the fees.

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 request form.

If a deposit has been paid for a request for access, which is refused, then the Data Protection Officer concerned must repay the deposit to the Requester.

Further details on prescribed fees are available in 'Annexure A: Fees' at the end of this manual.

12. Decision

Alexander Forbes 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 Data Protection Officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Data Protection Officer must notify the Requester by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the Requester must be given access if the request would otherwise have been granted.

The 30-day period with which Alexander Forbes has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information records, or the request requires a search for information held at another office of Alexander Forbes and the information cannot reasonably be obtained within the original 30-day period. Should an extension be given, Alexander Forbes will notify the Requester in writing and will also provide the procedure involved should the Requester wish to apply to court against the extension.

If a request is GRANTED: The notification must state the applicable access fee required to be paid, together with the procedure to be followed should the Requester wish to apply to court against such fee, and the form in which access will be given.

If a request is DECLINED: The notification must include adequate reasons for the decision, together with the relevant provisions of PAIA relied upon and provide the procedure to be followed should the Requester wish to apply to court against the decision.

The Data Protection Officer's failure to respond to the Requester within the 30-day period constitutes a deemed refusal of the request.

Section 59 of PAIA provides that the Data Protection Officer may redact a record and grant access only to that portion which the law does not prohibit access to.

If access is granted, access must be given in the form that is reasonably required by the Requester, or if the Requester has not identified a preference, in a form reasonably determined by the Data Protection Officer.

13. Grounds for Refusal

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

- Mandatory protection of the privacy of a third party who is a natural person, which 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
 - the disclosure of financial, commercial, scientific or technical information which could likely cause harm to the financial or commercial interests of that third party
 - information disclosed in confidence by a third party to Alexander Forbes, 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 the safety of individuals and the protection of property
- Mandatory protection of records which would be regarded as privileged in legal proceedings
- The research information of Alexander Forbes or a third party, if its disclosure would place the research at a serious disadvantage
- The commercial activities of Alexander Forbes, which may include, without limitation:
 - trade secrets of Alexander Forbes
 - the disclosure of financial, commercial, scientific or technical information which could likely cause harm to the financial or commercial interests of Alexander Forbes
 - information which, if disclosed could put Alexander Forbes at a disadvantage in negotiations or commercial competition
 - a computer program which is owned by Alexander Forbes, and which is protected by copyright
- Requests for information that are clearly not legitimate, trivial, or nuisance, or which involve an unreasonable diversion of resources must be refused.

Notwithstanding the above, disclosure is mandatory where it would reveal a contravention of or failure to comply with the law, or imminent and serious public safety or environmental risk and the public.

14. Remedies available when an institution refuses a request for information

14.1 Internal remedies

Alexander Forbes does not have internal appeal procedures. For this reason, the decision made by the Data Protection 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 Data Protection Officer.

14.2 External remedies

A requester that is dissatisfied with the Data Protection 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 the Data Protection Officer's decision to grant a request for information may, within 30 days of notification of the decision, apply to a court for relief.

For purposes of PAIA and POPIA, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

15. Availability of the Manual

This manual of Alexander Forbes will be available on the website of Alexander Forbes at www.alexanderforbes.co.za.

Copies of this manual can also be freely obtained at the Alexander Forbes head offices at 115 West Street, Sandton, Gauteng, South Africa.

Document Version Control

MANUAL NAME	Alexander Forbes Group PAIA Manual
MANUAL OWNER	Group Data Protection Officer
EFFECTIVE DATE	1 January 2021
LAST APPROVED DATE	10 December 2020
APPROVAL	Head of Group Legal Group Data Protection Officer
VERSION	V2.0
LAST REVIEW DATE	31 January 2019
NEXT REVIEW DATE	10 December 2021
DISTRIBUTION LIST	Public

Version History (will be left blank if first version):

Version	Date	Revision Author	Summary of changes
V1.0	2019-01-31	Group Legal	
V2.0	2020-12-10	Group Privacy Office	POPIA requirements added

Annexure A: Fees

Where a 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 will be a fee for reproduction of the record in question.

The applicable fees for reproduction as referred to above are:

For every photocopy of an A4-size page or part thereof For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R1.10
For a copy in a computer-readable form on flash drive	R75
A transcription of visual images, for an A4-size page or part thereof For a copy of visual images A transcription of an audio record, for an A4-size page or part thereof	R70
For a copy of an audio record	R60
To search for a record that must be disclosed, or part of an hour reasonably required for such search	R30/hour

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

Request fees

Where a request is made for access to information on a person other than that Requester, a request fee in the amount of R50.00 is payable up-front before Alexander Forbes will further process the request received.

Access fees

An access fee is payable in all instances where access is granted, unless payment of an access fee is specially excluded in terms of PAIA or an exclusion is determined by the Minister in terms of Section 54 (8).

Deposits

Where Alexander Forbes receives a request for access to information on a person other than that Requester and the Data Protection Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than six hours, a deposit is payable by the Requester.

The amount of the deposit is equal to one-third of the amount of the applicable access fee.

Note: In terms of Regulation 8, value-added tax (VAT) must be added to all fees prescribed in terms of the regulations.

Annexure B: Request Form (Form C)

REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act 2 of 2000)
[Regulation 10]

A. Particulars of private body

Name of private body: Alexander Forbes Group Holdings Limited

Designation: Group Data Protection Officer

Postal address: PO Box 787240
Sandton, 2146

Phone number: +27 (0)11 269 0000

Email address: zzPrivacy@forbes.com

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Phone number:

Fax number:

Email 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.

Description of the record or relevant part of the record:

Reference number (if available):

--

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 records

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:

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:

copy of record*		inspection of record		
-----------------	--	----------------------	--	--

2. If the record consists of visual images (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

view the images		copy of the images*		transcription of the images*
-----------------	--	---------------------	--	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

listen to the soundtrack (audio cassette)		transcription of the soundtrack* (written or printed document)		
---	--	--	--	--

4. If the 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 a computer readable form* (USB drive / online)
-------------------------	--	--	--	--

*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	
	NO	

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attached 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 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 ON WHOSE BEHALF REQUEST IS MADE