

INFORMATION MANUAL FOR INSURANCE ZONE  
IN TERMS OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT

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## 1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

### Contact details

Any person who wishes to request any information from Insurance Zone in order to protect or exercise a right may contact the Information Officer at the following contact details:

Postal address	Physical address	Contact details	
PO Box 2756	24 Concorde Road West	Tel no:	(011) 601 8800
Bedfordview	Bedfordview	Fax no:	(011) 616 0530
2008	Johannesburg	Email:	info@insurancezone.co.za
	2007	Website:	www.insurancezone.co.za

### Prescribed access form

A request for access to a record of Insurance Zone must be made on the prescribed form to Insurance Zone at the address, fax, or email address provided above. See Annexure A for the prescribed form.

Requesters must:

- 1.1 provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is;
- 1.2 indicate which form of access is required;
- 1.3 specify a postal address or fax number of the requester in the RSA;
- 1.4 identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- 1.5 where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and
- 1.6 if the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officer's satisfaction.

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

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge and any person may request a copy of the Guide.

### Please direct queries to:

The South African Human Rights Commission

PAIA Unit

2nd Floor Braampark Forum 3

33 Hoofd Street, Braampark Office Park

Braamfontein

Telephone: +27 11 877 3694

Fax: +27 11 403 0668

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

Contact: Nokwanda Molefe

Email: [nmolefe@sahrc.org.za](mailto:nmolefe@sahrc.org.za)

### **3. TYPES OF RECORDS HELD BY INSURANCE ZONE**

Requests for access to documents held by Insurance Zone will be in accordance with the Act. The following records are available to the requester from the office of Insurance Zone:

#### **3.1 Human resources records**

These include, but are not limited to the following:

- 3.1.1 any personal records provided to Insurance Zone by their personnel;
- 3.1.2 any records a third party has provided to Insurance Zone about any of their personnel;
- 3.1.3 Conditions of Employment and other personnel-related contractual and quasi-legal records;
- 3.1.4 internal evaluation records; and
- 3.1.5 other internal records and correspondence.

#### **3.2 Customer-related records**

A customer includes any natural or juristic entity who receives services from Insurance Zone.

Customer-related information includes, but is not limited to the following:

- 3.2.1 any records a customer has provided to a third party acting for or on behalf of Insurance Zone;
- 3.2.2 any records a third party has provided to Insurance Zone; and
- 3.2.3 records generated by or within Insurance Zone pertaining to the customer, including transactional records.

#### **3.3 Financial, IT and operational records**

These include, but are not limited to the following:

- 3.3.1 financial records;
- 3.3.2 operational records;
- 3.3.3 databases;
- 3.3.4 information technology;
- 3.3.5 marketing records;
- 3.3.6 internal correspondence;
- 3.3.7 product records;
- 3.3.8 statutory records;
- 3.3.9 internal policies and procedures;
- 3.3.10 treasury-related records;
- 3.3.11 securities and equities; and
- 3.3.12 records held by officials of Insurance Zone.

#### **3.4 Other parties**

Insurance Zone may possess records pertaining to other parties. These include, but are not limited to contractors, suppliers, subsidiary/holding companies, joint venture companies and service providers.

Alternatively, such other parties may possess records that can be said to belong to Insurance Zone. The following records fall in this category:

- 3.4.1 personnel, customer or Insurance Zone's records that are held by another party as opposed to being held by Insurance Zone; and
- 3.4.2 records held by Insurance Zone pertaining to other parties, including but not limited to financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

### **3.5 Records available in terms of other legislation**

The requester may also request information that which is available in terms of legislation, such as the following:

- 3.5.1 Basic Conditions of Employment Act;
- 3.5.2 Companies Act;
- 3.5.3 Compensation for Occupational Injuries and Diseases Act;
- 3.5.4 Employment Equity Act;
- 3.5.5 National Credit Act;
- 3.5.6 Pension Funds Act;
- 3.5.7 Financial Services Board Act;
- 3.5.8 Income Tax Act;
- 3.5.9 Labour Relations Act;
- 3.5.10 Unemployment Insurance Act;
- 3.5.11 Long-term Insurance Act;
- 3.5.12 Occupational Health and Safety Act;
- 3.5.13 Promotion of Equality and Prevention of Unfair Discrimination Act;
- 3.5.14 Electronic Communications and Transactions Act;
- 3.5.15 Short-term Insurance Act;
- 3.5.16 Skills Development Act;
- 3.5.17 Skills Development Levies Act;
- 3.5.18 South African Qualifications Authority Act;
- 3.5.19 Value-Added Tax Act;
- 3.5.20 Financial Intelligence Centre Act;
- 3.5.21 Financial Advisory and Intermediary Services Act; and
- 3.5.22 Protection of Constitutional Democracy Against Terrorist and Related Activities Act.

## **4. THE REQUEST PROCEDURE**

- 4.1 The requester must complete the prescribed form to request access to a record to the above company address, fax number or email address, for the attention of the Information Officer.
- 4.2 The Information Officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- 4.3 A requester seeking access to a record containing their own personal information will not be charged a request fee.
- 4.4 The fee that the requester must pay to Insurance Zone is R50 (fifty Rand). The requester may lodge an application to the court against the tender or payment of the fee.
- 4.5 If the request is granted, the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceeds the prescribed hours to search and prepare the disclosure.

## **5. AVAILABILITY OF THE MANUAL**

The manual is also available for inspection at the office of Insurance Zone, free of charge, on the company website and copies are available at the South African Human Rights Commission.