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## *Manual*

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### **Promotion of Access to Information Act (*Paia*)**

### **Protection of Personal Information Act (*Popia*)**

- Assupol Holdings Ltd
- its subsidiaries
- Assupol Life Staff Retirement Fund
- Carefree Life Retirement Annuity Fund

## Contact us

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## About Paia

Paia assists persons to obtain information from public and private bodies. We readily provide information about our business, and you can obtain information from us. But, in the unlikely event of you having to do so, you can use Paia to obtain information from us.

## About Popia

Popia enhances the protection of personal information by public and private bodies. We respect your right to privacy, and support the goals of Popia. Although Popia is not in operation yet, we are doing what we reasonably can to comply with it. When Popia comes into operation, various particulars regarding Popia will be included in this manual, for example for what purpose personal information is used by us.

## How to use Paia

You can get a guide from the Human Rights Commission:

**Post** South African Human Rights Commission  
Promotion of access to information act unit  
Private Bag 2700  
Houghton 2041

**Tel** (011) 484 8300

**Fax** (011) 484 7146

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

**E-mail** [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

### **Major legislation, other than Paia or Popia, under which records are kept by us**

Companies Act, 2008 ♦ Long-term Insurance Act, 1998; ♦ Pension Funds Act, 1956 ♦ Financial Advisory and Intermediary Services Act, 2002 ♦ Basic Conditions of Employment Act, 1997 ♦ Labour Relations Act, 1995 ♦ Employment Equity Act, 1998 ♦ Financial Intelligence Centre Act, 2001 ♦ Income Tax Act, 1962 ♦ Value Added Tax Act, 1991 ♦ Unemployment Insurance Act, 2001 ♦ Unemployment Contributions Act, 2002 ♦ Compensation for Occupational Injuries and Diseases Act, 1993 ♦ Occupational Health and Safety Act, 1993 ♦ Skills Development Act, 1998 ♦ Development Levies Act, 1999 ♦ National Payment System Act, 1998 ♦ Trade Marks Act, 1993.

### **Categories of records kept by us**

Documents of incorporation of companies ♦ rules of retirement funds ♦ minutes of meetings of directors or trustees ♦ financial statements ♦ asset registers ♦ tax returns ♦ lease and other business contracts ♦ statutory compliance records.

### **If you want to access to a record under Paia**

You must comply with Paia – in particular sections 50 and 53. In terms of section 50 you may access a record if:

- you require the record to exercise or to protect a right
- you comply with the procedural requirements under Paia
- access is not refused under chapter 4 of part 3 of Paia
- you pay the request fee prescribed or permitted under Paia.

Complete the **request form** attached, and submit it to us with the **request fee**.

# Request for access to a record

## Promotion of Access to Information Act (*Paia*) – section 53

Dear Client. Use this form to request access to a record. If the space on this form is not enough, add a page, which you must also sign. We will inform you as soon as reasonable possible of our decision about this request. If you are requesting access for someone else, you must provide proof that you are entitled to do so.

**Name of the company or fund to which you make this request**

**Your details, if the request is for yourself – or, if the request is for another person, the details of that person**

Full names and surname:

ID:

Postal address:

E-mail:

Fax:

Tel:

**Address or number filled in above to which communications about this request must be sent – mark with X**

Postal address [    ]            e-mail [    ]            fax [    ]

**If this request is for someone else**

Your full names and surname:

ID:

Capacity in which you make this request:

**Record to which you request access**

Describe it, or the relevant part of it:

Reference number, if available:

Any further particulars:

**Right to be exercised or protected by access to the record**

Describe the right:

Explain why access to the record is necessary to exercise or protect the right:

**Form in which access to the record must be given – mark with X**

<b>If the record is written or printed</b>			
<input type="checkbox"/>	copy of record	<input type="checkbox"/>	inspection of record
<b>If the record consists of visual images</b> like photographs, slides, video recordings, computer-generated images, sketches			
<input type="checkbox"/>	view images	<input type="checkbox"/>	copy of images
<input type="checkbox"/>		<input type="checkbox"/>	transcription of images
<b>If the record is recorded and can be reproduced in sound</b>			
<input type="checkbox"/>	listen to soundtrack	<input type="checkbox"/>	transcription of soundtrack
<input type="checkbox"/>	audio cassette	<input type="checkbox"/>	written or printed document
<b>If the record is on computer or in electronic or machine-readable form</b>			
<input type="checkbox"/>	If copy or transcription of the record is requested above must it be posted to you?	yes	no

We will inform you if access cannot be given in a form requested, and can be given in another form.

**The request fee**

Unless an exemption under Paia applies, a fee prescribed or permitted under Paia must be paid before this request can be processed. We will inform you of the amount of the fee. The amount depends on all relevant factors, for example the time reasonably required to find the record and to put it in the form in which it is to be accessed.

If an exemption from a request fee applies, please state it here:

**Your signature**

Date: