



PAIA MANUAL

Promotion of Access to Information Act

for

NATSURE GROUP OF COMPANIES

PROMOTION OF ACCESS TO INFORMATION ACT No. 2 of 2000

(hereinafter referred to as the "Act")

Manual for

Natsure Group of Companies

Prepared in terms of the requirements of the Act

Introduction:

The Promotion of Access to Information Act gives effect to the constitutional right 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.

Specifically, section 51(1) of the Act provides that within six months after the commencement of this section or within six months after coming into existence of the private body concerned, the head of a private body must compile a manual that must contain information regarding the subjects and categories of records held by such private bodies.

In this context, a "private body" is defined as any natural person who carries or has carried on any trade, business or profession, but only in such capacity or any partnership which carries or has carried on any trade, business or profession or any former or existing juristic person (e.g. any company, close corporation or business trust).

Natsure falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act.

In terms of the Act, where a request for information is made to a body, there is an obligation to provide the information, except where the Act expressly provides that the information may not be released. In this context, Section 9 of the Act recognises that access to information can be limited. The limitation relates to circumstances where such release would pose a threat to the protection of privacy, commercial confidentiality, and the exercising of efficient governance.

Accordingly, this manual provides a reference to the records held by (name of business) and the process that needs to be adopted to access such records.

All requests for access to information (other than information that is available to the public) must be addressed to the Head of the Business named in section 2 of this Manual.

Business and Contact Details:

Name of Business:	Natsure Group of Companies
Head of Business:	Tersia Davey
Position:	Managing Director / Director and Shareholder
Postal Address:	PO Box 72767, Lynnwood Ridge, Pretoria, 0081
Physical Address:	Block A, Block@Nature, 472 Botterklapper Street, Die Wilgers, Pretoria East, 0184
Phone Number:	0861 477 752
Fax Number:	0865 385 983
Email Address:	info@natsure.co.za
Website:	www.natsure.co.za

Records that are held at the offices of Natsure.

The following is a list of records that are held at Natsure's office:

Administration

- ❖ Correspondence
- ❖ Founding Documents
- ❖ Licences (categories)
- ❖ Minutes of Management Meetings
- ❖ Minutes of Staff Meetings
- ❖ Statutory Returns

Human Resources

- ❖ Conditions of Service
- ❖ Employee Records
- ❖ Employment Contracts
- ❖ General Correspondence
- ❖ Performance Appraisals
- ❖ Personnel Guidelines, Policies and Procedures
- ❖ Remuneration Records and Policies
- ❖ Statutory Records
- ❖ Training Records

Operations

- ❖ Client and Customer Registry
- ❖ Contracts
- ❖ General Correspondence
- ❖ Suppliers' Registry
- ❖ Compliance documentation

Finances

- ❖ Annual Financial Statements
- ❖ Asset Register
- ❖ Banking Records
- ❖ Budgets
- ❖ Contracts
- ❖ Financial Transactions
- ❖ General Correspondence
- ❖ Insurance Information
- ❖ Management Accounts
- ❖ Purchase and Order Information
- ❖ Tax Records (company and employee)

Information Technology

- ❖ IT Policies and Procedures

Statutory Records:

At present these include:

- ❖ Basic Conditions of Employment 75 of 1997
- ❖ Companies Act 71 of 2008
- ❖ Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- ❖ Consumer Protection Act 68 of 2008
- ❖ Electronic Communications and Transactions Act 25 of 2002
- ❖ Financial Advisory and Intermediary Services Act 37 of 2002
- ❖ Financial Intelligence Centre Act 38 of 2001
- ❖ Income Tax Act 95 of 1967
- ❖ Labour Relations Act 66 of 1995
- ❖ Inspection of Financial Institutions Act 80 of 1998
- ❖ Occupational Health & Safety Act 85 of 1993
- ❖ Short Term Insurance Act 53 of 1998
- ❖ Promotion of Access to Information Act 2 of 2000
- ❖ Unemployment Contributions Act 4 of 2002
- ❖ Unemployment Insurance Act 63 of 2001
- ❖ Value Added Tax Act 89 of 1991

Information Request Procedure

- ❖ The requester must use the prescribed form to make the request for access to a record. A request form is available from our offices or at www.natsure.co.za.
- ❖ The request must be made to the Head of Business named in Section 2 above. This request must be made to the address or electronic mail address of the business.
- ❖ The requester must provide sufficient detail on the request form to enable the Head of Business to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner should be used to inform the requester. If this is the case, please furnish the necessary particulars to be so informed.
- ❖ The requester must identify the right that is sought to be exercised or to be protected and must provide an explanation of why the requested record is required for the exercise or protection of that right.

- ❖ If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of Head of Business aforesaid.
- ❖ The prescribed request fee must be attached.

We will respond to your request within 30 days of receiving the request by indicating whether your request for access has been granted or denied.

Please note that the successful completion and submission of a request for access form does not automatically allow the requestor access to the requested record.

Access will be granted to a record only if the following criteria are fulfilled:

- ❖ The record is required for the exercise or protection of any right; and
- ❖ The requestor complies with the procedural requirements set out in the Act relating to a request; and
- ❖ Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.

Denial of access

Access to any record may be refused under certain limited circumstances. These include:

- ❖ The protection of personal information from unreasonable disclosure concerning any natural person;
- ❖ The protection of commercial information held concerning any third party (for example trade secrets);
- ❖ The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;
- ❖ Disclosures that would result in a breach of a duty of confidence owed to a third party;
- ❖ Disclosures that would jeopardize the safety or life of an individual;
- ❖ Disclosures that would prejudice or impair the security of property or means of transport;
- ❖ Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- ❖ Disclosures that would prejudice or impair the protection of the safety of the public;
- ❖ Disclosures that are privileged from production in legal proceedings unless the privilege has been waived;
- ❖ Disclosures of details of any computer programme;
- ❖ Disclosures that will put (name of business) at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- ❖ Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of (name of business).
- ❖ Disclosures of any record containing information about research and development being carried out or about to be carried out by (name of business)

If access to a record or any other relevant information is denied, our response will include:

- ❖ Adequate reasons for the refusal; and
- ❖ Notice that you may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.

Fees

The applicable fees are prescribed in terms of the Regulations promulgated under the Act.

Manual Availability

This Manual is available at the offices of the South African Human Rights Commission. The Manual is also available at www.natsure.co.za and from our offices.

Copies may also be obtained from the Head of Business of Natsure in respect of hard copies, any transmission costs or postage will be for the account of the requester.