

POLICY / PROCEDURE	Original Effective Date	2021
PAIA MANUAL	Revision	Annually
	Reference Doc	<ul style="list-style-type: none"> <li>• Promotion of Access to Information Act of 2002</li> <li>• Protection of Personal Information Act 4 of 2013</li> </ul>
	Final Approver	EXCO

## **1. PURPOSE OF THE PAIA MANUAL**

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 terms of the Act in order for them to exercise their rights in relation to the public and private bodies.

1.1 Section 9 of the Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

1.1.1 Limitations aimed at the reasonable protection of privacy;

1.1.2 Commercial confidentiality; and

1.1.3 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.

1.2 This PAIA Manual complies with the requirements of section 10 of the Act and recognizes 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 the public and private bodies.

## **2. DOCUMENT APPROVAL**

This policy be approved by the Board of Directors and reviewed annually.

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## **1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT**

- 1.1 The Promotion of Access to Information Act, 2 of 2002 (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”). This permits 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 Private Bodies are required to compile an Information Manual (“PAIA Manual”).
- 1.3 This PAIA Manual has been drafted in accordance with the generic manual for the Financial Services Industry, which has been submitted to the Human Rights Commission.

## **2. CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER (SECTION 51 (1) (A))**

Chief Executive Officer: Sharon Paterson  
Registered Address: Upper Grayston Office Park  
Block F, 2<sup>nd</sup> Floor  
152 Ann Crescent  
Sandton  
2196  
Postal Address: PO Box 23  
Strathavon  
2031  
Telephone Number: 011 718 1200  
Website: [www.infinitiafrica.com](http://www.infinitiafrica.com)

## **3. THE INFORMATION OFFICER (SECTION 51(1) (B))**

- 3.1 The Act prescribes the appointment of an Information Officer for public bodies where such Information Officer is responsible to, inter alia, assess requests for access information. The head of a private body fulfils such a function in terms of section 51. Infiniti Insurance has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.
- 3.2 The Information Officer appointed in terms of the Act also refers to the Information Officer as required in terms of the Protection of Personal Information Act 4 of 2013. The Information Officer thus oversees the functions and responsibilities as required 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.
- 3.3 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 to render Infiniti Insurance as accessible as reasonably 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 requests for information in terms of the Act must be addressed to the Information Officer.

## Contact Details of the Information Officer

Information Officer: Ronell Platte  
Physical address: Upper Grayston Office Park  
Block F, 2<sup>nd</sup> Floor  
152 Ann Crescent  
Sandton  
2196  
Telephone: 011 718 1200  
Email: [informationofficer@infinitiafrica.com](mailto:informationofficer@infinitiafrica.com)

## 4. GUIDE OF SA HUMAN RIGHTS COMMISSION

### Enquiry details

4.1 The South African Human Rights Commission has compiled the Guide as required in terms of section 10 of the Act. The Guide contains information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:

4.1.1 contains information on understanding and how to use the Act;

4.1.2 includes:

- The objectives of the Act;
- Particulars of every public and private body;
- The manner and form for requests;
- Contents of the Regulation promulgated under the Act.

4.1.3 will be updated and published every two years.

4.2 The Guide is available in all the official languages of the Republic of South Africa.

4.3 Any enquiries regarding this Guide should be directed to the South African Human Rights Commission, at:

PAIA Unit (The Research and Documentation Department),  
Private Bag X2700, Houghton, 2041  
Telephone: 011 877 3803  
Fax Number: 011 403 0625  
Website: [www.sahr.org.za](http://www.sahr.org.za)  
Email: [section51.paia@sahr.org.za](mailto:section51.paia@sahr.org.za)

4.4 The Guide is also available for inspection, *inter alia*, at the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd St, Braamfontein, Johannesburg, 2017 a  
Website: [www.sahr.org.za](http://www.sahr.org.za)

## 5. NOTICES IN TERMS OF SECTION 52 (2) (IF ANY)

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

## 6. RECORDS AVAILABLE ON REQUEST TO ACCESS (SECTION 51(1) (D))

### 6.1 Records held by Infiniti Insurance

For the purposes of this clause 8.1, “Personnel” refers to any person who works for, or provides services to, or on behalf of Infiniti Insurance, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Infiniti Insurance. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

6.1.1 This clause serves as a reference to the categories of information that Infiniti Insurance holds. The information is classified and grouped according to the records relating to the following subject and categories:

#### 6.1.1.1 Personnel Records

- 6.1.1.1.1 Personal records provided by personnel.
- 6.1.1.1.2 Records provided by a third party relating to personnel.
- 6.1.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records.
- 6.1.1.1.4 Internal evaluation records and other internal records.
- 6.1.1.1.5 Correspondence relating to personnel.
- 6.1.1.1.6 Training schedules, registers and material.
- 6.1.1.1.7 Licenses

#### 6.1.1.2 Customer Related Records

For purposes of this clause 8.1, “customer” refers to any natural or juristic entity that receives services or products from Infiniti Insurance

- 6.1.1.2.1 Records provided by a customer to a third party acting for or on behalf of Infiniti Insurance.
- 6.1.1.2.2 Records provided by a third party, relating to a customer (e.g. assessor reports etc.).
- 6.1.1.2.3 Records generated by or within Infiniti Insurance relating to its customer, including transactional records.

#### 6.1.1.3 Private Body Records

- 6.1.1.3.1 Financial records.
- 6.1.1.3.2 Operational records.
- 6.1.1.3.3 Databases.
- 6.1.1.3.4 Information Technology.
- 6.1.1.3.5 Marketing records.

#### 6.1.1.4 Internal Correspondence

- 6.1.1.4.1 Product records.
- 6.1.1.4.2 Statutory records.
- 6.1.1.4.3 Internal Policies and Procedures.
- 6.1.1.4.4 Records held by officials of Infiniti Insurance.

These records include, but are not limited to, the records which pertain to Infiniti Insurance’s own affairs.

6.1.1.5 Other Party Records

6.1.1.5.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by Infiniti Insurance itself.

6.1.1.5.2 Records held by Infiniti Insurance 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/suppliers.

6.1.1.5.3 Infiniti Insurance may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint ventures companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Infiniti Insurance.

6.2 Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual and other privacy legislation.

**7. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS**

7.1 Records of a public nature.

7.2 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 review such records will still have to be made with the Information Officer.

**8. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

8.1 Where applicable to its operations, Infiniti Insurance also retains records and documents in terms of the legislation listed 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; the below mentioned legislation, and application internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

- i. Basic Conditions of Employment Act 75 of 1997;
- ii. Broad-Based Black Economic Empowerment Act, 2003 and FSC;
- iii. Companies Act No. 71 of 2008;
- iv. Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- v. Competition Act No. 71 of 2008 AND Amendment Act of 2015;
- vi. Constitution of the Republic of South Africa, 2008;
- vii. Copyright Act No 98 of 1978;
- viii. Customs and Excise Act No. 91 of 1964;
- ix. Debt Collectors' Act No. 114 of 1998;
- x. Electronic Communications Act No. 36 of 2005;
- xi. Electronic Communications and Transaction Act No. 25 of 2002;
- xii. Employment Equity Act No. 55 of 1998;
- xiii. Finance Act No 35 of 2000;

- xiv. Financial Advisory and Intermediary Services Act of 2002;
- xv. Financial Institutions (Protection of Funds) Act 28 of 2001;
- xvi. Financial Intelligence Centre Act No. 38 of 2001 and Amendment Act of 2015;
- xvii. Financial Services Board Act No 97 of 1990;
- xviii. Financial Services Ombud Scheme Act No 37 of 2004;
- xix. Identification Act No. 68 of 1997;
- xx. Income Tax Act No. 58 of 1962;
- xxi. Insolvency Act No. 24 of 1936;
- xxii. Intellectual Property Laws Amendment Act No. 38 of 1997;
- xxiii. Labour Relations Act No. 66 of 1995;
- xxiv. Machinery and Occupational Safety Act No. 6 of 1983;
- xxv. National Credit Act No. 34 of 2005;
- xxvi. National Road Traffic Act No. 93 of 1996;
- xxvii. National Environment Management Act No. 107 of 1998;
- xxviii. Occupational Health and Safety Act No. 85 of 1993;
- xxix. Patents Act No. 57 of 1978;
- xxx. Prescription Act No. 68 of 1969;
- xxxi. Prevention of Organized Crime Act No. 121 of 1998;
- xxxii. Promotion of Access to Information Act No. 2 of 2000;
- xxxiii. Protection of Personal Information Act No. 4 of 2013;
- xxxiv. Revenue laws Second Amendment Act No. 61 of 2008;
- xxxv. Road Transportation Act No. 74 of 1997;
- xxxvi. Skills Development Levies Act No. 9 of 1999;
- xxxvii. Short-term Insurance Act No. 53 of 1998;
- xxxviii. Taxation Laws Amendment Act No. 7 of 2010;
- xxxix. Trademarks Act No. 194 of 1993;
- xl. Transfer Duty Act No. 40 of 1949;
- xli. Uncertificated Securities Tax Act No. 31 of 1998;
- xlii. Unemployment Insurance Contributions Act No. 63 of 2001;
- xliii. Unemployment Insurance Act No. 30 of 1966;
- xliv. Value Added Tax Act No. 89 of 1991.

- b. 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.

## **9. REQUEST PROCEDURE**

### **9.1 Procedural Requirements**

- 9.1.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 9.1.2 The requester must complete the prescribed form enclosed 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 3 above.
- 9.1.3 The prescribed form must be filled in with enough information to enable the Information Officer to identify:
  - 9.1.3.1 the record or records requested; and



9.1.3.2 the identity of the requester.

9.1.4 The requester should indicate which form of access is required and specify a postal address or fax number of the requester in the Republic;

9.1.5 The requester must state that he/she requires the information 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)).

9.1.6 Inifiniti Insurance 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.

9.1.7 The requester shall be advised whether access is granted or denied in writing. 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.

9.1.8 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)).

9.1.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

9.1.10 The requester must pay the prescribed fee, before any further processing can take place.

9.1.11 All information as listed in clause 10 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 provided. 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.

## **10. REFUSAL OF ACCESS TO RECORDS**

### **Grounds to Refuse Access**

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

10.1 The main grounds for refusal relate to:

- 10.1.1 The protection of personal from unreasonable disclosure concerning any natural person;
- 10.1.2 The protection of commercial information held concerning any third party (for example trade secrets);
- 10.1.3 The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;
- 10.1.4 Disclosures that would result in a breach of a duty of confidence owed to a third party;
- 10.1.5 Disclosures that would jeopardize the safety or life of an individual;
- 10.1.6 Disclosures that would jeopardize or impair the security of the property or means of transport;

- 10.1.7 Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- 10.1.8 Disclosures that would prejudice or impair the protection of the safety of the public;
- 10.1.9 Disclosures that are privileged from production in legal proceedings unless the privilege has been waived;
- 10.1.10 Disclosures of details of any computer programme;
- 10.1.11 Disclosures that will put Infiniti Insurance at an advantage in contractual or other negotiations or prejudice it in commercial competition;
- 10.1.12 Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of Infiniti Insurance;
- 10.1.13 Disclosures of any record containing information about research and development being carried out or about by Infiniti Insurance.
- 10.1.14 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of the resources shall be refused.
- 10.1.14 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 10.1.15 If a requests 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.

## **11. REMEDIES AVAILABLE WHEN INFINITI REFUSES A REQUEST**

### **11.1 Internal Remedies**

Infiniti Insurance 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.

### **11.2 External Remedies**

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

## **12. ACCESS TO RECORDS HELD BY INFINITI INSURANCE**

### **12.1 Prerequisites for Access by Personal/Other Requesters**

- 12.1.1 Records held by Infiniti Insurance may be accessed by requests only once the prerequisite requirements for access have been met.
- 12.1.2 A requester is any person making a request for access to a record of Infiniti Insurance. There are two types of requesters:

#### **12.1.2.1 Personal Requester**

- 12.1.2.1.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.
- 12.1.2.1.2 Infiniti Insurance will voluntarily provide the requested information or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

#### **12.1.3 Other Requester**

- 12.1.3.1 This requester (other than a personal requester) is entitled to access to information on third parties.
- 12.1.3.2 In considering such a request, Infiniti Insurance 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. Infiniti Insurance 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.

## **13. FEES**

### **13.1 Fees Provided by the Act**

- 13.1.1 The Act provides for two types of fees, namely:
  - 13.1.1.1 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
  - 13.1.1.2 An access fee, which is paid by all requesters if a request for access is granted. This fee is inclusive of all costs involved by the private body in obtaining and preparing a record for delivery to the requester.
- 13.1.2 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)).
- 13.1.3 If the search for then 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 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.

- 13.1.4 The Information Officer withhold a record until the requester has paid the fees as indicated below.
- 13.1.5 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 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.
- 13.1.6 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.

**14 REPRODUCTION FEES**

**14.1** Where Infiniti Insurance 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 may be levied for obtaining such records, will be a fee for reproduction of the record in question.

<b>Reproduction of Information Fees</b>	<b>Fees to be charged</b>
Information in an A4- size page photocopy or part thereof	R0,60
A printed copy of an A4-size page or part or thereof	R0,40
A copy in computer-readable format, for example:	
Stiffy disc	R5,00
Compact disc	R40,00
A transcription of visual images, in an A4-size page or part of thereof	R22,00
A copy of visual images	R60,00
A transcription of an audio record for an A4-size page or part thereof	R12,00
A copy of an audio record	R17,00

**14.2 Requested Fees**

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.

**14.3 Access Fees**

- 14.3.1 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 especially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).
- 14.3.2 The applicable access fees which will be payable are:

Information in an A4-size page photocopy or part thereof	R0,60
A printed copy of an A4-size page or part or thereof	R0.40
A copy in computer-readable format, for example: Stiffy disc	R5,00
Compact disc	R40,00
A transcription of visual images, in an A4-size page or part of thereof	R22,00
A copy of visual images	R60,00
A search for a record for a record that must be disclosed *Per hour or part of an hour reasonably required for such search.	R30*
<b><i>Where a copy of a record needs to be posted the actual postal fee is payable.</i></b>	

#### **14.4 Deposits**

14.4.1 Where Infiniti Insurance 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 to 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.

14.4.2 The amount of the deposit is equal to 1/3 (one third) of the applicable access fee

#### **14.5 Collection Fees**

14.5.1 The initial “request fee” of R50,00 should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence/documents, forwarded to the Information Officer via fax.

14.5.2 The officer will collect the initial “request fee” of the applications received directly by the Information Officer via email.

14.5.3 All fees must be deposited into the designated account of Infiniti. (Account details will be made available to depositor at time of transaction).

**14.6** All fees are subject to change as allowed for in the Act and therefore 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.

## **15 DECISION**

### **15.1 Time Allowed to Institution**

- 15.1.1 Infiniti Insurance 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.
- 15.1.2 The 30 (thirty) day period within which Infiniti Insurance 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 Infiniti Insurance and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- 15.1.3 Infiniti Insurance will notify the requester in writing should an extension be sought.

## **16. AVAILABILITY AND UPDATING OF THE PAIA MANUAL**

### **16.1 Regulation Number R.187 OF 15 February 2002**

- 16.1.1 This PAIA Manual is made available in terms of Regulation Number R.187 OF 15 February 2002. Infiniti Insurance will update this PAIA Manual at such intervals as may be deemed necessary.
- 16.1.2 This PAIA Manual of Infiniti Insurance is available to review at its premises:

Block F, Upper Grayston Office Park, 152 Ann Crescent Strathavon, 2031  
Or on its website, [info@infinitiafrica.com](mailto:info@infinitiafrica.com)

**17. PRESCRIBED FORM C – REQUEST FOR ACCESS TO RECORD OF PRIVAT**

(Section 53(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 10]

- A. Particulars of Infiniti Insurance
- 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:

Telephone Number:

E-mail Address:

Capacity in which request is 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 another person*. Proof is required for authority in the form of a letter of authorisation from the person on whose behalf the request is made and a certified copy of the identification of the requester and the person on whose behalf the request is made is required.

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 record or relevant part of the record:

Reference number particulars of record:

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 fees 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* the fee, please state the reason for exemption.

Reasons 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 hereunder, state your disability and indicate in which form the record is required.

Disability	
Form in which record is required	
<p>Mark the appropriate bod with an X</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</li> <li>(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.</li> <li>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</li> </ul>	

<b>1. If the record is in written or printed form:</b>				
	Copy of		Inspection of record	
<b>2. If record consists of visual images:</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)				
	View the images		Copy of the images"	Transcription of the images*



	Listen to the sound track audio cassette		Transcription of soundtrack* written or printed document
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	Printed copy of record*		Printed copy of information derived from the record"
			Copy in computer readable form* (stiffy or contact disc)
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 attach it to this form. This requester must sign all the additional folios.

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice the 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 ..... on the ..... by .....

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SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

This PAIA Manual of Infiniti Insurance is approved and signed by the Chief Executive Officer of Infiniti Insurance on the .....

Chief Executive Officer, Infiniti Insurance

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