

The Insurance & Banking Staff Association (IBSA)

PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

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1. RIGHT OF ACCESS TO INFORMATION

1.1 Introduction

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to access to information.

The Promotion of Access to Information Act 2 of 2000 (“the Act”), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise or protection of any of his or her legal rights;
- That requester complies with all the procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2 Availability of the IBSA PAIA Manual and entry point for requests

This document serves as the IBSA PAIA Manual (“the Manual”) in accordance with the requirements of section 51 of the Act to facilitate access to records held by “Company name” Pty Ltd.

A copy of this Manual is available to any person of the public in a PDF (“Portable Document Format”) version on the website of IBSA at www.IBSA.org.za or on request from the Information Officer referred to in this Manual.

IBSA endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

In summary the Manual provides information on the:

- Contact details of the Information Officer;
- Structure and functions of IBSA;
- Subjects and categories of records that are held by IBSA; and
- Procedure that needs to be followed and criteria that must be met by a requester to request access to a record

1.3 Who my request access to information

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered. A requester may act in different capacities in making a request for a record.

This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- A personal requester who requests a record about him/herself;
- An agent requester who requests a record on behalf of someone else with that person's consent and where it is required for the protection of that person's legal right;
- A third-party requester who requests a record about someone else with that person's consent and where it is required for the protection of that person's legal right; and
- A public body who may request a record if:
 - It fulfils the requirements of procedural compliance;
 - The record is required for the exercise or protection of a right; and
 - No grounds for refusal exist.

1.4 Contact details for IBSA Information Officer Sec 51(1) a

The NEC of IBSA has delegated the powers to the Information Officer below in terms of the Act to handle all requests on IBSA's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

IBSA contact details

Information Officer: Franchen Rex

Physical Address: Viking Business Place, Thor Circle, Thornton, Cape Town

Postal Address: PO BOX 33, Mutualpark

Tel: (021) 531 5470

E-mail: ibsa@ibsa.org.za

1.5 Confidentiality and Access to Information Policy

IBSA will protect the confidentiality of information provided to it by third parties, subject to IBSA obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, IBSA is obliged to attempt to contact this third party to inform them of the request.

This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

1.6 SAHRC guidance to requesters on Sec 51 (1)(b)(i)

The Information Regulator is required in terms of section 10 of the Act to update and make available the existing guide that has been compiled by the South African Human Rights Commission ("SAHRC") that contains information to assist a person wishing to exercise a right in terms of the Act and the Protection of Personal Information Act 4 of 2013 ("POPI Act") for requesters. It contains information to assist a person wishing to exercise a right in terms of the Act.

The SAHRC guide is available from the SAHRC website at: www.sahrc.org.za.

You may also request any additional information to assist you in making a request from the SAHRC. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit

Physical Address:

Forum 3

Braampark Office Park

Braamfontein

Tel: +27 (0) 11 877 3600 (Head Office)

+27 (0) 11 877 3750 (GP Office)

Fax: +27 (0) 11 403 0684

E-mail: info@sahrc.org.za Website: www.sahrc.org.za

Postal Address: Private Bag 2700 Houghton, 2041

2. IBSA STRUCTURE

2.1 Scope

This Manual has been prepared in respect of the IBSA NEC.

The scope of this Manual will exclude any IBSA operations outside South Africa and will serve to provide a reference regarding the records held by IBSA at its Registered Office and various operations.

2.2 IBSA Profile and Structure

IBSA's purpose is to provide services to its members as a Trade Union.

3. CLASSES OF RECORDS

3.1 Automatic Disclosure: Sec 51 (1)(b)(ii) Records automatically available to the Public

The following records are automatically available at the registered office of IBSA on payment of the prescribed fee for reproduction.

- Documentation and information relating to IBSA which is held by the Registrar of Trade Unions.
- Product and Promotional Brochures
- News and other Marketing Information

3.2 Legislative requirements: Sec 51 (1)(b)(iii) Records available in accordance with other legislation

Records are kept in accordance with such other legislation as applicable to IBSA, which includes, but is not limited to:

- Basic Conditions of Employment Act 75 of 1997

- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Constitution of South Africa Act 108 of 1996
- Electronic Communications and Trans-actions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Non-Profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Protection of Information Act, No. 84 of 1982
- Short Term Insurance Act. 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- Statistics Act 6 of 1999
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Although IBSA has supplied you with a list of applicable legislation to the best of our ability it is possible that the above list may be incomplete.

Whenever it comes to our attention that existing or new legislation allows a requester to access on a basis other than that set out in the Act, we shall update the list accordingly.

3.3 Records held by IBSA Pty Ltd: Sec 51 (1)(b)(iv) Records Subjects and categories

3.3.1 Corporate Affairs and Communications

- Media Releases
- Newsletters and Publications
- Corporate Social Investment
- Public Corporate Records

3.3.2 Corporate Secretariat and Governance

- Applicable Statutory Documents
- Annual Reports
- Codes of Conduct
- NEC Committee Meeting Minutes

- Legal Compliance Records
- Policies and Procedures
- Strategic plans
- Statutory Returns to Relevant Authorities

3.3.3 Finance and Taxation

- Policies and Procedures
- Accounting Records
- Annual Financial Statements
- Audit Reports
- Capital Expenditure Records
- Investment Records
- Invoices and Statements
- Management Reports
- Purchasing Records
- Sale and Supply Records
- Tax Records and Returns
- Transactional Records

3.3.4 Human Resources

- Education and Training Records
- Employee Benefit Records
- Employment Contracts
- Employee Information
- Policies and Procedures
- Group Life
- Leave Records
- Medical Records
- Pension and Retirement Funding Records
- Study assistance scheme/s
- Tax Returns of employees
- UIF Returns

3.3.5 Information Technology

- Agreements
- Hardware and Software Packages
- Policies and Procedures
- Internal Systems Support and Programming

- Licenses
- Operating Systems

3.3.6 Intellectual Property

- Agreements relating to intellectual property
- Copyrights

3.3.7 Legal

- Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation
- Material licenses, permits and authorizations

3.3.8 Sales, Marketing and Communication

- Brochures, Newsletters and Advertising Material
- Client Information
- Marketing Brochures
- Marketing Strategies
- Product Brochures
- Policies and Procedures

4. PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE POPI ACT

4.1 Processing of personal information of data subjects: Sec 51 (1)(c)(i)

IBSA processes personal information of data subjects for the following purposes:

- Fulfilling its statutory obligations in terms of applicable legislation;
- Verifying information provided to IBSA
- Obtaining information necessary to provide contractually
- Monitoring, maintaining and managing contractual obligations to members, clients, suppliers, service providers, employees, directors and other third parties;
- Marketing and advertising;
- Resolving and tracking complaints;
- Monitoring and securing the assets of members, employees and visitors to the premises of the Trade Union;

- Historical record keeping, research and recording statistics necessary for fulfilling our objectives.

4.2 Categories of personal information processed: Sec 51 (1)(c)(ii)

IBSA may process the personal information of the following categories of data subjects. This includes current, past and prospective data subjects:

- Members and employees, representatives, agents, contractors and service providers of such customers;
- Suppliers, service providers to and vendors of IBSA and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Officers of IBSA;
- NEC Members;
- Job applicants;
- Visitors to any premises of IBSA; and
- Complaints, correspondents and enquiries.

4.3 Nature of personal information processed: Sec 51 (1)(c)(ii)

The nature of personal information processed in respect of the data subjects listed above may include:

- Name, identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- Biometric information;
- Information relating to the education or the medical, financial, criminal or employment history of the data subject;
- Information relating to the race, gender, marital status, national origin, age disability, language and birth of the data subject;
- The personal opinions, views or preferences of the data subject;
- Confidential correspondence sent by the data subject; and
- The views of opinions of another individual about the data subject.

4.4 Recipients to which information may be supplied: Sec 51 (1)(c)(iii)

IBSA may supply personal information to the following recipients:

- Regulatory, statutory and government bodies;
- Suppliers, service providers, vendors, clients, agents and representatives of "Company name";
- Employees of IBSA;
- NEC Members and other stakeholders;

- Third party verification agencies and credit bureaus;
- Collection agencies;
- Banks and other financial institutions;

4.5 Planned or prospective trans-border flow of personal information: Sec 51 (1)(c)(iv)

Personal information of data subjects may be transferred across borders due to the hosting of some of IBSA infrastructure in foreign jurisdictions. Data subjects' personal information may also be transferred trans-border to other countries where IBSA has a physical presence or may be providing services or performing in terms of its contractual obligations.

4.6 Security measures to ensure confidentiality, integrity and availability of personal information: Sec 51 (1)(c)(v)

IBSA continuously establishes and maintains appropriate, reasonable technical and organizational measures to ensure that the integrity of the personal information in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures which apply.

4.7 Specific policies relating to the protection of personal information

The following policies can be obtained from IBSA pertaining to the protection of personal information as contemplated in the Protection of Personal Information Act no.4 of 2013.

- Protection of Personal Information Policy
- Personal Information Retention Policy
- Data Breach Policy
- Data Subject Access Request Policy

4.8 The form to be used to request access to personal information of a data subject is Form 1 under annexure B of this manual.

4.9 The details of the Information Regulator

Physical address:
JD House
27 Stiemens Street
Braamfontein
Johannesburg

2001

Postal address:
P.O Box 31533
Braamfontein
Johannesburg
2017

Email address:
Complaints email: complaints.IR@justice.gov.za
General enquiries email: inforeq@justice.gov.za.

5. ACCESS PROCEDURES AND REQUESTS

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by IBSA.

NB. Requests for access to personal information as contemplated in the Protection for Personal Information Act no. 4 of 2013 is dealt with and prescribed in terms of the company's Data Subject Access Request Policy, which can be obtain from Franchen Rex at ibsa@ibsa.org.za Annexure B is to be completed and submitted to the Trade Union.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.

An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.

If it is reasonably suspected that the requester has obtained access to IBSA's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

5.1 Guidance on prescribed Request for Access Form: Sec 51 (1)(b)(iv)

In order for IBSA to facilitate access to a record a requester will need to complete the prescribed Request to Access a Record Form attached as Annexure A. The prescribed form must be completed in full. Failure to do so will result in the process being delayed until all information is provided.

IBSA will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met.

Proof of identity is required to authenticate the requesters identify. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on

whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.

- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio attached to the form.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

5.2 Submission of prescribed Request for Access to a Record Form

The completed Request for Access to a Record Form must be submitted either via conventional mail, e-mail or fax and must be addressed to the Information Officer.

5.3 Payment of prescribed Fees

Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- Request fee: An initial, non-refundable R57.00 (incl. VAT) is payable on submission. This fee is not applicable to personal requesters, referring to any person seeking access to records that contain their personal information.
- Reproduction fee: This fee is payable with respect to all records that are automatically available.
- Access fee: If the request for access is successful an access fee may be required to reimburse IBSA for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
- Deposit: A deposit of one third (1/3) of the amount of the applicable access fee, is payable if IBSA receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

5.4 Notification

IBSA will within thirty (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 thirty (30) day period within which IBSA has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for

information held at another office of IBSA and the information cannot be reasonably obtained within the original thirty (30) day period. IBSA will notify the requester in writer should an extension be sought.

5.5 Records that cannot be found or do not exist

If IBSA has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

6. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

6.1 Grounds for refusal: Chapter 4

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or IBSA, if the record contains:
 - Trade secrets of the third party or IBSA;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or IBSA; and Information disclosed in confidence by a third party to IBSA if the
 - disclosure could put that third party to a disadvantage or commercial competition.
 - Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of IBSA.

6.2 Appeal

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

7. PRESCRIBED FEES: SEC 92

7.1 Reproduction Fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

- For every photocopy of an A4-size page or part thereof R3.90
- For every printed copy of an A4-size page or part thereof held on a computer or in electronic form R4.80
- For a copy in a computer readable form: Compact disc R56.00
- A transcription of an audio record, for an A4-size page or part thereof – dependent on quotation from service provider

7.2 Request Fee

A request fee of R50.00 (excluding VAT) is payable upfront where a requester submits a request for access to information on anybody else other than a requestor.

7.3 Access Fees

The applicable fees (excluding VAT) which will be payable are:

- For every photocopy of an A4-size page or part thereof R3.90
- For every printed copy of an A4-size page or part thereof held on a computer or in electronic form R4.80
- For a copy in a computer readable form: Compact disc R56.00
- A transcription of an audio record, for an A4-size page or part thereof – dependent on quotation from service provider

7.4 Postage Fees

Where a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

8. ANNEXURE A: REQUEST FOR ACCESS FORM - PAIA



J752

REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

A. Particulars of private body

The Head:

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: (.....) Fax number: (.....)

E-mail 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:

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FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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.

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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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:

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FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
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 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 soundtrack* (written or printed document)		
4. If 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 computer readable form* (stiffy or compact 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.
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:

.....

.....

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9. ANNEXURE B: REQUEST FOR ACCESS FORM - POPIA

<p style="text-align: center;">INSURANCE BANKING STAFF ASSOCIATION - IBSA SUBJECT ACCESS REQUEST FORM</p>
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Important Information

IBSA collects, holds, and processes certain personal information about our members, suppliers, and employees (“data subjects”). As a data subject, you have a legal right, under the Protection of Information Act to find out about our use of your personal information as follows:

- Confirmation that your personal information is being processed by us;
- Access to your personal information;
- How we use your personal information and why;
- Details of any sharing or transfers of your personal information;
- How long we hold your personal information;
- Details of your rights under the Protection of Information Act including, but not limited to, your rights to withdraw your consent to our use of your personal information at any time and/or to object to our processing of it.

Please complete the required information and return it to us by email addressed to:

The Information Officer

ibsa@ibsa.org.za

After receiving your subject access request, we may contact you to request additional supporting information and/or proof of your identity. This helps us to safeguard your privacy and personal information.

We will respond to all data subject access requests within one month of receipt and will aim to provide all required information to you within the same period. If we require further proof of ID, or if your request is unusually complicated, we may require more time and will inform you accordingly.

**IBSA
SUBJECT ACCESS REQUEST FROM – FROM 1**

Your Details

Title:	
Name(s):	
Surname:	
Address:	
Telephone Number:	
Email Address:	

Information Being Requested

Please provide specific details (along with any relevant dates) of the information being requested and any additional information that may help us to locate your personal information and to confirm your identity.

By completing this form, you are making a subject access request under the Protection of Personal Information Act for personal information collected, processed, and held about you by us that you are entitled to receive.

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What outcome do you want pertaining to the information requested above?

Purpose	Tick if applicable
Nothing, I just want to know what Personal Information you have of me under your control.	
I want to object against the processing of my Personal Information for the following reasons (provide detailed information / substantiate your request and if necessary attach additional information to this document).	
I want to request the correction of my Personal Information for the following reasons (provide detailed information / substantiate your request and if necessary attach additional information to this document).	
I want you to delete or destroy my Personal Information for the following reasons (provide detailed information / substantiate your request and if necessary attach additional information to this document).	

Declaration

By signing below, you confirm that you are the data subject named in this Subject Access Request Form. You warrant that you are the individual named and will fully indemnify IBSA for all losses and expenses incurred if you are not. We cannot accept requests in respect of your personal information from anyone else, including members of your family.

Name:	
Signature:	
Date:	