



POPIA & PAIA SECTION 51 MANUAL

THE RAND MUTUAL ASSURANCE GROUP (RMA)

Prepared in accordance with section 51 of the Promotion of Access to Information Act, No.2 of 2000 (Private Body) and updated in the light of the Protection of Personal Information Act 4 of 2013 ("POPIA") in respect of the following companies comprising the RMA Group:

Company Name	Registration Number
The Rand Mutual Assurance Company Limited	1899/000876/06
Rand Mutual Holdings Limited	2009/021206/07
RMA Life Assurance Company Limited	1990/06308/06
Rand Mutual Admin Services (Pty) Limited	2012/190552/07
Rand Mutual Solutions (Pty) Limited	2015/088734/07
Rand Mutual Property Holdings (Pty) Limited	2015/036647/07
Rand Mutual Technology Solutions (Pty) Limited	2015/033082/07
Rand Mutual IT Solutions (Pty) Limited	2015/088733/07

RMA GROUP POLICY (Policies, Procedures, Rules etc.)	
<i>To be completed by initiator of policy/policy owner:</i>	
1. POLICY TITLE:	POPIA & PAIA Section 51 Manual – Access to Information
2. FIELD OF APPLICATION: (All persons to whom policy applies)	All employees
3. COMPLIANCE OFFICER(S): (Persons responsible for ensuring policy implementation)	EXCO



4. STAKEHOLDER CONSULTATION (State the stakeholder group/s consulted during policy formulation/revision)		Company wide			
5. DESIGNATION OF POLICY OWNER: (Person responsible for maintaining policy)		AIT – Chief Information Officer (CIO)			
6. NAME OF POLICY OWNER:		Sifiso Msibi			
POLICY HISTORY <i>(To be completed by policy owner)</i>					
Date approved at EXCO	Date approved at Subcommittee (if applicable)	Date approved by Board (if applicable)	Date Reviewed	Date of next review	Version
20/08/2014	N/A	N/A	N/A	2016	V 1.0
22/03/2018	22/03/2018	N/A	February 2018	2020	V 2.0
15/06/2021	15/06/2021	N/A	May 2021	2023	V 3.0
30/05/2024	TBA	N/A	February 2024	2025	V 4.0



Contents

1. INTRODUCTION.....	8
2. SCOPE OF THE MANUAL.....	8
3. AVAILABILITY OF THE MANUAL.....	8
4. CONTACT DETAILS.....	8
5. INFORMATION REGULATOR'S GUIDE.....	9
6. AUTOMATIC DISCLOSURE (PAIA section 51 (1)(c)).....	10
7. RECORDS HELD IN WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	10
8. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION (PAIA section 51 (1)(d)).....	11
9. RECORDS SUBJECT AND CATEGORIES (PAIA section 51 (1)(c)).....	13
10. CATEGORIES OF DATA SUBJECTS AND/OR RECIPIENTS OF INFORMATION.....	15
11. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION.....	15
12. INFORMATION SECURITY MEASURES.....	16
13. ACCESS REQUESTS PROCEDURE.....	16
14. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS.....	19
15. REMEDIES AVAILABLE - REFUSES A REQUESTOR FOR INFORMATION.....	20
16. ANNEXURE A.....	21
17. ANNEXURE B.....	24
18. ANNEXURE C.....	29
19. ANNEXURE D.....	32



DEFINITIONS, ACRONYMS AND ABBREVIATIONS

- 1.1 “**Access fee**” means a fee prescribed for the purposes of section 22(6) or 54(6), as the case may be;
- 1.2 “**Data subject**” means the person to whom personal information relates;
- 1.3 “**Deputy Information Officer**” means the designated individual in the public or private body who is responsible for assisting the Information Officer with the PAIA Request;
- 1.4 “**Guide**” means the guide on how to use PAIA by any person who wishes to exercise any right contemplated in Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 04 of 2013, as contemplated in section 10 of PAIA;
- 1.5 “**Head**” of, or in relation to, a private body means-
 - (a) in the case of a natural person, including a person referred to in paragraph (c) of the definition of “political party”, that natural person or any person duly authorised by that natural person;
 - (b) in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership;
 - (c) in the case of a juristic person-
 - (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or
 - (ii) the person who is acting as such or any person duly authorised by such acting person; or
 - (d) in the case of political party, the leader of the political party or any person duly authorised by that leader;
- 1.6 “**Information officer**”, or in relation to, in the case of any other
 - (a) public body means an information officer or deputy information officer as contemplated in terms of section 1 or 17; or
 - (b) private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act;
- 1.7 “**internal appeal**” means an internal appeal to the relevant authority in terms of section 74;
- 1.8 “**Information Regulator**” means the Information Regulator established in terms of section 39 of the Protection of Personal Information Act, 2013;
- 1.9 “**PAIA**” means the Promotion of Access to Information Act 2 of 2000 as amended, and includes any regulation made and in force in terms of section 92.



1.10 “**Person**” means a natural person or a juristic person;

1.11 “**Personal information**” means information relating to an identifiable natural person: including, but not limited to -

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assigned to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person, but excludes information about an individual who has been dead for more than 20 years;

1.12 “**Political party**” means –

- (a) any entity that accepts donations principally to support or oppose any registered political party or its candidates, in an election as defined in section 1 of the Electoral Act, 1998 (Act No. 73 of 1998);
- (b) any registered political party as defined in the Electoral Act, 1998; or
- (c) a natural person who is an independent candidate.

1.13 “**POPIA**” or in the appropriate context the Protection of Personal Information Act 4 of 2013.

1.14 “**Private body**” means -

- (a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity;



- (b) a partnership which carries or has carried on any trade, business or profession; or
- (c) any former or existing juristic person; or
- (d) a political party but excludes a public body;

1.15 “**Processing**” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- (b) dissemination by means of transmission, distribution or making available in any other form; or
- (c) merging, linking, as well as restriction, degradation, erasure or destruction of information;

1.16 “**Public body**” means -

- (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- (b) any other functionary or institution when
 - (i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
 - (ii) exercising a public power or performing a public function in terms of any legislation;

1.17 “**Record**” of, or in relation to, a public or private body, means any recorded information -

- (a) regardless of form or medium;
- (b) in the possession or under the control of that public or private body, respectively; and
- (c) whether or not it was created by that public or private body, respectively;

1.18 “**Request for access**”, in relation to -

- (a) a public body, means a request for access to a record of a public body in terms of section 11; or
- (b) a private body, means a request for access to a record of a private body in terms of section 50;

1.19 “**Requester**”, in relation to –

- (a) a public body, means



(i) any person (other than a public body contemplated in paragraph (a) or (b)(i) of the definition of 'public body', or an official thereof) making a request for access to a record of that public body; or

(ii) a person acting on behalf of the person referred to in subparagraph (i);

(b) a public body, means

(i) any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or

(ii) a person acting on behalf of the person contemplated in subparagraph (i);

1.20 **“Responsible party”** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;

1.21 **“RMA Group”** means Rand Mutual Assurance company and its subsidiaries;

1.22 **“Special personal information”** means personal information as referred to in section 26

1.23 **“Third party”**, in relation to a request for access to –

(a) a record of a public body, means any person (including, but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation) other than -

(i) the requester concerned; and

(ii) a public body; or

(b) a record of a private body, means any person (including, but not limited to, a public body) other than the requester, but, for the purposes of sections 34 and 63, the reference to 'person' in paragraphs (a) and (b) must be construed as a reference to 'natural person';



1. INTRODUCTION

On 9 March 2001, the Promotion of Access to Information Act No. 2 of 2000 (“PAIA”) became operative, giving effect to the section 32 (2) Constitutional Right of access to information.

The PAIA gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/ or protection of any rights. On request the private body or government is obliged to release such information, unless PAIA expressly states that the records containing such information may not or must be released.

The POPI Act (“POPIA”) was enacted in November 2013, to promote the protection of personal information processed by public and private bodies. POPIA amended certain provisions of PAIA, which offsets the need for access to information against the importance to ensure the protection of personal information.

It is important to note that PAIA and POPIA recognises certain limitations to the right of access to information, including limitations designed to reasonably protect the right to privacy, commercial confidentiality, and efficient and good governance, and in a manner which counteracts that right with any other rights such as those contained in the Bill of Rights in the Constitution.

This Document serves as RMA’s information manual and provides reference to the records held by RMA as well as the process to request access to such records.

2. SCOPE OF THE MANUAL

The scope of this manual includes the RMA Group and all its subsidiaries.

3. AVAILABILITY OF THE MANUAL

A copy of this manual is available to the public for inspection in English on the RMA website – www.randmutual.co.za or on request from the designated contact person referred to in the manual.

4. CONTACT DETAILS

The responsibility for administration of and compliance with the PAIA and the POPIA has been⁸



delegated by the CEO of AIT to the Information officer and Deputy Information Officers, the information officer also has delegated deputy information officers. Requests pursuant to the provisions of the Act should be directed as follows:

Information Officer: Sifiso Msibi

Postal Address: PO Box 61413, Marshalltown, 2107

Physical address: RMA Buidling, 10 St Andrews Road, Parktown, 2193

Phone number: (010) 214 3000

e-mail: popiaquery@randmutual.co.za

website: www.randmutual.co.za

Deputy Information Officers:

NAME	COMPANY
Koleka Mvinjelwa	Rand Mutual Assurance Company Limited
Mashudu Moavodi	RMA Life Assurance Company Limited
Chifones Sihlaba	Rand Mutual Holdings Limited
	Rand Mutual Admin Services (Pty) Limited
Ben Lourens	Rand Mutual Technology Solutions (Pty) Limited
	Rand Mutual IT Solutions (Pty) Limited

5. INFORMATION REGULATOR'S GUIDE

The Information Regulator has published an official guide which contains information to assist any person wishing to exercise their right of access to information in terms of PAIA and POPIA. This Guide was made available by the Information Regulator (established in terms of POPIA). Copies of the latest Guide are available from Information Regulator in the form and manner prescribed by the Act.

Physical Address: The Information Regulator (South Africa)
JD House,



27 Stiemens Street,
Braamfontein,
Johannesburg,
2001
Postal Address: P.O. Box 31533
Braamfontein,
Johannesburg,
2017
Telephone Number: +27 (0) 10 023 5200
Website: <https://www.inforegulator.org.za/>
General enquiries email: enquiries@inforegulator.org.za.

6. AUTOMATIC DISCLOSURE (PAIA section 51 (1)(c))

The purpose of collecting and processing Personal Information is in line with the RMA Group's business model of providing insurance administration services to its clients, and related purposes. We set out below categories of records that are available publicly without you having to request access in terms of PAIA:

- Memorandum of Incorporation (available from the CIPC);
- Register of directors (available from CIPC);
- Details of a Trust (available at the Master of the High Court)

7. RECORDS HELD IN WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Records of RMA Group subsidiaries held which are available without a person having to request access by completing PAIA Form 2, types of the records. These are records that may be available on the website and a person may download or request telephonically or by sending an email or a letter.

Category of records	Available on Website	Available upon request
PAIA Manual	X	X
Company Profile	X	X
Financial statements and integrated report	X	X
Information on products rendered	X	X



8. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION (PAIA section 51 (1))

Records of RMA Group are held in accordance with the following legislation. Note that below list is not an exhaustive list of applicable statutes.

Category of Record	Applicable Legislation
<p>Client Services and Records:</p> <p>Policy holders / beneficiaries / life assured / claimants / guardians</p>	<p>Personal information as defined by the Protection of Personal Information Act, No. 04 of 2013, includes, but is not limited to, Policy documents, South African identity number or other identifying number (e.g. passport), date of birth, citizenship, telephone number(s), email address(es), income tax numbers, contact person details, physical address, postal address, annual return of earnings, beneficiary personal information including identity documentation, family member details, earnings, physical address, beneficiary medical records, political affiliation, medical invoices, claim forms, proof of life certificates, credit information, customer and service provider profiling, or any other records that a third party has provided to RMA either directly or indirectly and records generated by or within RMA pertaining to its customers</p> <ul style="list-style-type: none"> ○ For juristic persons: entity name, registration number, income tax number, tax information, contact details for representative persons. FICA documentation used to verify identity and details of customer.
<p>Advisers / brokers</p>	<p>Personal Information which includes South African identity number or other identifying number (e.g. passport), date of birth, citizenship, license numbers, physical addresses, contact details, banking info, compliance officer details.</p>
<p>Employees records</p>	<p>Personal Information and Special Information which includes ID number, contact details, physical and postal address, date of birth, age, marital status, race, disability information, employment history, criminal / background checks, fingerprints, CVs, education history, banking details, income tax reference number, remuneration and benefit information (including medical aid, pension / provident fund information), details related to employee performance, disciplinary procedures, employment agreements, training records, employment Equity Reports or any other records generated by or within RMA pertaining to its employees.</p>



Directors	Personal Information which includes ID numbers, name, financial information as required for statutory reporting
Consultants / contractors	Personal Information of dependent on the nature of the consultant or contractor but may include any details under “Employees” or “Service Providers” categories.
Service Providers, including outsourced / hosted services	Personal Information which includes company registration details, income tax and VAT registration details, BEE certificates, payment details including bank accounts, invoices, contractual agreements, addresses, contact details, trade secrets or any other records that a third party has provided to RMA either directly or indirectly and records generated by or within RMA.

○ Basic Conditions of employment Act, No. 75 of 1997	○ Occupational Health and Safety Act, No. 85 of 1993
○ Broad Based Black Economic Empowerment Act, No. 53 of 2003	○ Promotion of Access to Information Act, No. 2 of 2000
○ Short Term Insurance Act No.19277 of 1998	○ Long Term Insurance Act 52 of 1998
○ Companies Act, No. 71 of 2008	○ Skills Development Act, No. 97 of 1997
○ Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993	○ Skills and Development Levy Act, No. 9 of 1999
○ Electronic Communications and Transactions Act, No 2 of 2000	○ Income Tax Act, No. 58 of 1962
○ Employment Equity Act, No. 55 of 1998	○ Unemployment Insurance Act, No 63 of 2001
○ Financial Intelligence Centre Act, No. 38 of 2001	○ Value-added Tax Act, No. 89 of 1991
○ Labour Relations Act, No. 66 of 1995	○ Insurance Act No 18 of 2017
○ Financial Advisory and Intermediary Services Act No 37 of 2002	○ Protection of Personal information Act No 4 of 2013



9. RECORDS SUBJECT AND CATEGORIES (PAIA section 51 (1)(c))

CLIENT SERVICES AND RECORDS

The services and products offered by RMA Group of Companies to its clients can be viewed on the RMA website www.randmutual.co.za.

RMA holds the following records in respect of its clients (this list is not exhaustive):

- Policy documents
- Contact person details
- Physical address
- Postal address
- Annual return of earnings
- Beneficiary personal information including identity documentation, family member details, earnings, physical address
- Client / beneficiary medical records
- Medical invoices
- Claim forms
- Proof of life certificates
- Credit information
- Customer and service provider profiling
- Any other records that a third party provided to RMA either directly or indirectly and records generated by or within RMA pertaining to its customers

CORPORATE GOVERNANCE AND SECRETARIAL SERVICES RECORDS

- Company statutory records
- Annual returns
- Share certificates
- Share register
- Correspondence with the Regulators, such as Financial Sector Conduct Authority (FSCA); Prudential Authority; Companies and Intellectual Property Commission (CIPC)
- Board and Committee minutes
- Exco meeting minutes
- Annual reports
- Governance policies
- Company structure organograms
- Board members personal details

FINANCE AND ADMINISTRATION RECORDS

- Accounting records
- Annual Financial Statements
- Correspondence
- Invoices and Statements
- Financing Agreements
- Banking Records
- Product Records



- Management Reports
- Tax Records and Returns
- Client Return of Earnings

HUMAN RESOURCES RECORDS

- Employment agreements
- Employee policies and procedures
- Disciplinary and performance management records
- Employee personal information
- Employment Equity Plans
- Employment Equity Reports
- Personal Developments Plans
- Workplace Skills Plans
- Training records
- Employee Survey outcome
- Employee Personal Financial Information



INFORMATION MANAGEMENT AND TECHNOLOGY RECORDS

- Service Level Agreements
- Maintenance and Development Agreements
- Software Licence Agreement
- Copyright registration

MARKETING AND COMMUNICATION RECORDS

- Stakeholder Engagement Policy
- Media Policy
- Corporate Identity Manual

OTHER RECORDS

- Information regarding its policy holders, service providers and sundry providers;
- Information relating to RMA's own commercial activities including commercial agreements;and
- Research information belonging to RMA whether carried out itself or commissioned from a third party.

10. CATEGORIES OF DATA SUBJECTS AND/OR RECIPIENTS OF INFORMATION

The RMA Group holds information and records on the following category of data subjects:

- Employees / personnel of the RMA Group
- Clients of RMA Group
- Third Parties with whom RMA Group conducts business with
- Contractors of RMA Group
- Service providers of RMA Group (such as Medical Service Providers)

Note that this list of categories of data subjects is non-exhaustive. Recipients to whom personal information may be supplied, include the categories of recipients above (and/or their authorized agents) and other recipients who has a legal basis or legitimate interest to access the personal information including Regulated Authorities.

11. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

The RMA Group does not provide personal information across-borders except if such information is necessary for purposes in the performance of insurance administrative purposes subject to the restrictions of the POPI act and the PAI act. In this event, the RMA Group will ensure that -



- (a) the recipient country can offer a reasonable level of protection which is substantially similar to the POPIA; or
- (b) the data subject consents to the transfer of their personal information and the required approval are obtained from the Information Regulator; or
- (c) the transfer is necessary for the performance of a contractual obligation between the data subject and the responsible party

Where personal information is to be stored in electronic data servers hosted outside the borders of South Africa, the RMA Group will as far as reasonably possible, ensure that the recipient of such personal information will take all reasonable efforts to secure and protect the data and personal information.

12. INFORMATION SECURITY MEASURES

The RMA Group has implemented security protocols to safeguard personal information from being accessed unlawfully and the following mechanisms will be enhanced –

- (a) ensuring that classification of data is captured correctly to be classified as ‘personal information’ or ‘special personal information’ or ‘confidential’;
- (b) ensuring that security protocols are enhanced periodically to protect against unauthorised access of personal information by implementing network security measures such as passwords, firewalls, anti-virus protection, data protection via encryption and de-identification of personal information, biometric security and securing the Virtual Private Network (VPN);
- (c) protocols to notifying clients or other affected persons when their personal information is compromised or when there is a privacy breach will be institutionalized; and
- (d) ensuring that stricter security protocols are adopted to restrict access by third parties to the office environment, computer network, system, application software, data or another resource.

13. ACCESS REQUESTS PROCEDURE

COMPLETION AND SUBMISSION OF ACCESS REQUEST FORM

Any requester of information must adhere to the following procedure:

- The Access Request Form available on the Information Regulator website (<https://inforegulator.org.za/popia-forms> and <https://inforegulator.org.za/paia-forms>) or directly from the RMA Group website (www.randmutual.co.za). Alternatively, see below Annexures in this manual to be completed.
- A data subject that wishes to request access to his/her personal information must



submit a request to the Deputy Information Officer at the postal, physical or electronic mail address set out above on the form attached hereto as part of Annexure B, PAIA Form 2.

- A certified copy of the requester's identify document must accompany the Request for Access to Records Form.
- POPIA provides that a data subject may, upon proof of identity, request the RMA Group to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- A data subject may request the RMA Group to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the RMA Group is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Deputy Information Officer at the postal, physical, or electronic mail address set out above on PAIA Form 2 attached hereto as part of Annexure C.

When completing the Access Request form, take note of the following:

- The Access Request Form must be comprehensively completed.
- Complete the form in block letters.
- If a question does not apply state N/A as a response.
- If there is nothing to disclose in response to a question, state 'nil'.
- If there is insufficient space on the standard Form, additional information may be included on an additional blank piece of paper.

Process to access a record under PAIA and POPIA:

In terms of POPIA section 53(1) and PAIA section 50 you may access a record if:

- You require the record to exercise or to protect a right.
- You comply with a requirement with the procedural requirement under PAIA.
- Access is not refused under chapter 4, part 3 of PAIA.

The Access Request Form must be completed with enough particularity to enable the Information Officer to identify:



- The specific record(s) being requested.
- The identity number of the requester.
- The form of access required in the event that the request is granted.
- The contact details (such as email address, postal address and/or fax number of the requester).
- The requester must also indicate that they require the information in lieu of exercising or protecting a right, and clearly explain the nature of the right in question.

In the event of a request 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, such as a Power of Attorney document.

The Information Officer will inform the requester in writing whether the request for access to information has been granted or denied. If the requester requires the reasons for RMA Group's decision in any other manner, they must state the manner and the particulars so required.

The completed Access Request Form together with certified ID copy must be hand delivered or submitted either via conventional mail, e-mail or fax and must be addressed to the Information Officer as indicated above.

PAYMENT OF FEES

If the request for access is successful, RMA Group may require the payment of an access fee to cover the costs associated with the search, reproduction and/or preparation of the records which shall be calculated in accordance with the list of applicable fees.

The payment of a fee is not applicable where a person requests access to records that contain their personal information for the sole purpose of accessing their personal information.

Payment details can be obtained from the contact person to whom proof of payment must also be provided prior to access being granted to the requested record.

The following fees are (or may be) payable:

- Request fee
- Access fee
- Reproduction fee



The prescribed fees are listed in Annexure A to this Manual.

NOTIFICATION OF DECISION

Within 30 days of receipt of the request, the RMA Group Information Officer shall decide whether to grant or decline the request and, if required, provide reasons for its decision.

The 30 day period may be extended by a further period of not more than 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 RMA Group and it cannot reasonably be expected of RMA Group to source the information within a period of 30 days.

14. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The RMA Group may refuse a request for information on the following grounds:

- Mandatory protection of the privacy of a third party who is a natural person which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- Mandatory protection of the safety of individuals and the protection of their property.
- Mandatory protection of records which could be regarded as privileged in legal proceedings.
- The Commercial Activities of RMA Group which may include:
 - Trade secrets of RMA Group.
 - Financial, commercial, scientific or technical information the disclosure of which could likely cause harm to the financial or commercial interests of RMA Group.
- Mandatory protection of the commercial information of a third party if the record contains:
 - Trade secrets of that party.
 - Financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of that party.
 - Information disclosed in confidence by a third party to RMA if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.



15. REMEDIES AVAILABLE - REFUSES A REQUESTOR FOR INFORMATION

All complaints, by a requester or a third party, can be made to the Information Regulator or a court of law, in the manner prescribed below:

COMPLAINT DIRECTLY TO THE INFORMATION REGULATOR

The requester (or third party) may submit a complaint in writing to the Information Regulator, within 180 days of the RMA Group's decision, indicating why the decision was not in compliance with the provisions of PAIA. The Information Regulator will investigate the complaint and make a decision investigate the request; to take no further action or to refer the complaint to the Enforcement Committee established in terms of POPIA. The Information Regulator may serve an enforcement notice confirming, amending or setting aside the disputed decision, which must be accompanied by reasons.

APPLICATION TO COURT

An application to court maybe brought in the ordinary course against RMA Group's decision. For purposes of PAIA, any reference to an application to court includes anapplication to a Magistrates' Court.

Signed at Johannesburg on PARKTOWN

Sifiso Msibi: Chief Information Officer

16. ANNEXURE A



REPRODUCTION FEES

Where RMA Group 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 that may be levied for obtaining such records, will be a fee for reproduction of the record in question. All amounts indicated below are exclusive of VAT.

Description	Rand
Photocopy/printed black and white copy of A4-size page	R2.00 per page.
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R2.00 per page.

For a copy in a computer-readable form on:

Description	Rand
(i) Flash drive (to be provided by requester)	R40.00
(ii) Compact disc	
- if provided by requester	R40.00
- if provided to the requester	R60.00
A transcription of visual images for an A4-size page or part thereof	Service to be outsourced. Will depend on quotation from service provider
For a copy of visual images	
A transcription of an audio record, for an A4-size page or part thereof	R24.00
Copy of an audio record on	
(i) Flash drive (to be provided by requester)	R40
(ii) Compact disc	
- if provided by requester	R40
- if provided to the requester	R60



To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
To not exceed the total cost of:	R435.00

REQUEST FEES

Where a requester submits a request for access to information held by RMA Group on a person other than the requester himself/herself, the request fee is payable up-front before the institution will further process the request received at the value of R 50,00

ACCESS FEES

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 specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

Description	Rand
For every photocopy of an A4-size page or part thereof	1.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	1.00

For a copy in a computer-readable form on:

Description	Rand
Compact disc	50.00
A transcription of visual images for an A4-size page or part thereof	30.00
For a copy of visual images	10.00
A transcription of an audio record, for an A4-size page or part thereof	30.00
For a copy of an audio record	80.00
To search for a record that must be disclosed (per hour or part of an hour reasonably required for such search)	30.00



ACCESS FEES

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

DEPOSITS

Where RMA Group 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 of the opinion that the preparation of the required record of disclosure will take more than 3 hours to compile, a deposit may be payable to the requester at the Information Officer's discretion. The amount of the deposit is equal to 50% of the amount of the applicable access fee.



17. ANNEXURE B

PAIA – FORM 2

REQUEST FOR ACCESS TO RECORD
[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

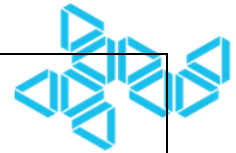
E-mail address:

Fax number:

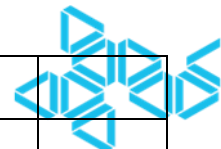
Mark with an "X"

Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made <i>(when made on behalf of another person)</i>				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			



Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			



Record is in written or printed form	
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	



PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

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:	

FEES

<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>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.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

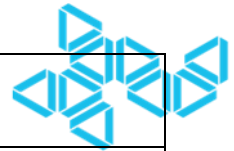
Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
-------------------	--



<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer



**18. ANNEXURE C
PAIA – FORM 3**

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	



Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____



Signed at _____ this _____ day of _____ 20 _____

Information officer



**19. ANNEXURE D
FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN
TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION
ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION, 2017**

[Regulation 3(2)]

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number...

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

