

**PROMOTION OF ACCESS TO
INFORMATION ACT,
ACT 2 OF 2000 (“The Act”)**

**MANUAL IN TERMS OF SECTION 51 OF
THE ACT**

FOR

**LIONS HEAD INSURANCE BROKERS
(PTY) LTD**

(Registration No: 2003/018476/07)

**PROMOTION OF ACCESS TO INFORMATION ACT,
ACT 2 OF 2000 (“The Act”)**

**MANUAL IN TERMS OF SECTION 51 OF THE ACT FOR
LIONS HEAD INSURANCE BROKERS (PTY) LTD**

INTRODUCTION

Lions Head Insurance Brokers (Pty) Ltd was formed in August 2003. Lions Head Insurance Brokers (Pty) Ltd carries on the business of insurance related activities.

PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

The reference, in this Manual, to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

1. Contact Details [Section 51(1)(a)]

Name of Private Body:	Lions Head Insurance Brokers (Pty) Ltd
Designated Information Officer:	Trevor Smith
Email address of Information Officer:	lionlink@iafrica.com
Postal address:	Postnet Suite 83, Private Bag X12, Tokai, 7945
Street address:	49 Bell Crescent, Westlake Business Park, Westlake, 7945
Phone number:	(021) 701-5702
Fax number:	(021) 701-6392

2. The guide as described in section 10 of the Act [Section 51(1)(b)]

This guide on how to exercise your rights in terms of the Act is available from SAHRC. Please direct any queries to:

The South African Human Rights Commission:
PAIA Unit: Research and Documentation Department
Postal address: Private Bag 2700
Houghton
2041
Telephone: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za

3. **Categories of records of Lions Head Insurance Brokers (Pty) Ltd which are available without a person having to request access in terms of the Act, ie voluntary disclosure.** [Section 51(1)(c)]

Lions Head Insurance Brokers (Pty) Ltd is not obliged to publish a notice in terms of Section 52(2) of the Act and to date has not elected to do so. Nevertheless Lions Head Insurance Brokers (Pty) Ltd does make certain information freely available to the public in various brochures, press releases and publications. Certain information is also made available to employees of Lions Head Insurance Brokers (Pty) Ltd, which is not generally made available to the public. To avoid confusion, these items are not listed here but may be obtained by Lions Head Insurance Brokers (Pty) Ltd's employees from the designated company Information Officer.

4. **Records available in terms of other legislation** [Section 51(1)(d)]

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

Administration of Estates Act 66, 1965
 Basic Conditions of Employment Act 75 of 1997
 Close Corporations Act 69 of 1984
 Companies Act 61 of 1973
 Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
 Employment Equity Act 55 of 1998
 Income Tax Act 58 of 1962
 Insolvency Act No. 24 of 1936 Labour Relations Act 66 of 1995
 Occupational Health & Safety Act 85 of 1993
 Pension Funds Act, 1956
 Skills Development Act 97 of 1998
 Skills Development Levies Act 9 of 1999
 Stamp Duties Act. 77 of 1968
 Stock Exchanges Control Act 1 of 1985 and the rules and listings requirements of the JSE Securities Exchange authorised in terms thereof
 Unemployment Contributions Act 4 of 2002
 Unemployment Insurance Act 30 of 1966
 Value Added Tax Act 89 of 1991

Please see legislation handout for additional possibilities

5. **How to request a record, a description of the subjects on which we hold records, and the categories of records held on each subject** [Section 51(1)(e)]

5.1 How to request a record

Requests for access to records held by Lions Head Insurance Brokers (Pty) Ltd must be made on the request forms that are available from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development website (www.doj.gov.za) (under "regulations"). For the convenience of requestors, copies of these forms are included in the version of this Manual available at our offices and on our website (Annexure 1).

Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

It is vital that the requester identifies **the right that he or she is seeking to exercise or protect** and **provides an explanation of why the requested record is required for the exercise or protection of that right.**

If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of our Information Officer.

If a requestor does not use the standard form (Annexure 1), the request may be rejected for lack of procedural compliance, refused (if sufficient information is not provided, or otherwise) or delayed.

Please note that requestors are also required to pay the prescribed fees. **The list of prescribed fees in respect of requests, and in respect of access to records (if the request is granted) is attached as Annexure 2**

The head of the private body must notify the requester (other than a personal requester) of the prescribed fee (if any) before further processing the request. The requester may lodge an internal appeal or an application to Court against the tender or payment of the request fee.

The head of the private body will then make a decision on the request and notify the requester in the required form.

If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

Kindly note that all requests to Lions Head Insurance Brokers (Pty) Ltd will be evaluated and considered in accordance with the Act. Publication of this Manual and describing the categories and subject matter of information held by Lions Head Insurance Brokers (Pty) Ltd does not give rise to any rights to access such information or records, except in terms of the Act.

5.2 Subjects and categories of records held by Lions Head Insurance Brokers (Pty) Ltd

We maintain records on the following categories and subject matters. **However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured.** All requests for access will be evaluated on a case by case basis in accordance with

the provisions of the Act. In particular, there may be applicable grounds of refusal of such a request, as set out in the Act.

5.2.1: Internal records

The following are records pertaining to Lions Head Insurance Brokers (Pty)

Ltd's own affairs:

- Memoranda and Articles of Association
- Financial records
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Service records;
- Statutory records;
- Internal policies and procedures;
- Minutes of meetings;
- Charters, codes of conduct and policies (both internal and external) to which Lions Head Insurance Brokers (Pty) Ltd and its personnel subscribe; and
- Records held by officials of Lions Head Insurance Brokers (Pty) Ltd.

5.2.2: Personnel records:

For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of Lions Head Insurance Brokers (Pty) Ltd and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Lions Head Insurance Brokers (Pty) Ltd. This includes, without limitation, partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.

Personnel records include the following:

- Any personal records provided to us by our personnel;
- Any records a third party has provided to us about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Employment policies and procedures;
- Internal evaluation and disciplinary records; and
- Other internal records and correspondence.

5.2.3: Client-related records:

Client-related information includes the following:

- Contracts with the client and between the client and other persons;
- Any records a client has provided to Lions Head Insurance Brokers (Pty) Ltd or a third party acting for or on behalf of Lions Head Insurance Brokers (Pty) Ltd (including financial, legal, tax, operational, employee and similar records);
- Working papers and notes;

- Any research conducted by Lions Head Insurance Brokers (Pty) Ltd in respect of its clients or research derived by Lions Head Insurance Brokers (Pty) Ltd from its clients and their activities;
- Records, reports, designs and the like generated by Lions Head Insurance Brokers (Pty) Ltd for its clients;
- Any records a third party has provided to Lions Head Insurance Brokers (Pty) Ltd, which concerns a client; and
- Records generated by or within Lions Head Insurance Brokers (Pty) Ltd pertaining to the client, including transactional records.

5.2.4: Other Parties:

Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Lions Head Insurance Brokers (Pty) Ltd is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Lions Head Insurance Brokers (Pty) Ltd. The following records fall into this category:

- Personnel, client, or Lions Head Insurance Brokers (Pty) Ltd records which are held by another party as opposed to being held by Lions Head Insurance Brokers (Pty) Ltd; and
- Records held by Lions Head Insurance Brokers (Pty) Ltd pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.

5.2.5: Other Records:

We hold further records, including:-

- Information relating to Lions Head Insurance Brokers (Pty) Ltd's own commercial activities;
- Procurement and administration for Lions Head Insurance Brokers (Pty) Ltd; and
- Research information belonging to Lions Head Insurance Brokers (Pty) Ltd or carried out on behalf of a third party.

6. Other information as may be prescribed [Section 51(1)(f)]

No such information has been prescribed.

7. Availability of the manual. [Section 51(3)]

This manual is available from the South African Human Rights Commission (see details above), from Lions Head Insurance Brokers (Pty) Ltd (see details above).

ANNEXURE 1**FORM C (of Regulation 10)****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****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:

Fax number:

Telephone 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:

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:
2. Reference number, if available:
3. 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 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:

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:	
Mark the appropriate box with an X . NOTES:			
(a) Compliance with your request 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:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	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?		YES	NO
Postage is payable.			

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

H. Notice of 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 _____ this _____ day of _____ 20

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE