

# **MANUAL**

As required in terms of Section 51 of the PROMOTION OF ACCESS  
TO INFORMATION ACT NO. 2 OF 2000

This manual contains information required to request access to the  
records of:

## **DirectAxis SA (Pty) Ltd**

### **INTRODUCTION**

The Promotion of Access to Information Act No. 2 of 2000 ("the Act") came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

You will be able to view the categories of information, which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

### **CATEGORIES OF RECORDS AND SUBJECTS IN RESPECT OF WHICH RECORDS ARE HELD:**

#### **Company**

- Incorporation documents
- Financial statements
- Minutes of general meetings
- Employment Equity Plans and Reports
- Any other records required to be kept in terms of the Companies Act

#### **Employees**

- Contracts of employment
- Performance appraisals
- Disciplinary records
- Leave records

- Policy and Procedures Manual
- Safety and Security Document

### **Customers and prospective customers**

- Product applications and account and transactional records
- Insurance quotes and policies
- Marketing records and databases

### **Applicable legislation**

All records kept in terms of legislation as below

- Companies Act No. 61 of 1973
- Basic Conditions of Employment Act, No. 97 of 1997
- Unemployment Contributions Act, No. 4 of 2002
- Unemployment Insurance Act, No. 63 of 2001
- Occupational Health & Safety Act No. 85 of 1993
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Value Added Tax Act, No. 89 of 1991
- Financial Advisory and Intermediary Services Act, No. 37 of 2002
- Financial Intelligence Centre Act, No. 38 of 2002
- Usury Act No 73 of 1968
- Long Term Insurance Act No. 52 of 1998
- Short Term Insurance Act No. 53 of 1998
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993

### **NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS**

No Notice in terms of Section 52 (2) of the Act has been published.

### **PROCEDURES TO BE FOLLOWED TO REQUEST ACCESS TO THE RECORDS:**

- Requestors are to complete the prescribed FORM B as contained in the regulations of the Act available from the Information Officer
- The completed FORM B, a copy of which is attached marked "Annexure B", may be posted to the Information and Compliance Officer, DirectAxis, at the address below.

The Information and Compliance Officer  
 DirectAxis (SA) (Pty) Ltd  
 P O Box 44319  
 Claremont  
 7735

Tel. No. (+27) 021 764 3000

- The Information Officer and Compliance Officer will process the request and inform the requestor of the fees (if any) that he/she has to pay and of the further steps that will follow in the processing of the request.
- Note: Access to certain records may be denied on the grounds set out in the Promotion of Access to Information Act, No 2 of 2000.

## **AVAILABILITY OF THIS MANUAL**

This manual is available for inspection, free of any charge, at the offices of the private body. Copies are also available from our website [www.directaxis.co.za](http://www.directaxis.co.za) and the Human rights Commission by writing to the following address with effect from August 2005:

## **THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE (SEC. 10 OF THE ACT):**

The Human Rights Commission has compiled a guide containing such information as may reasonably be required by any person who wished to exercise any right contemplated in the Act. An electronic version of the Guide will be kept on the website of the South African Human Rights Commission, [www.sahrc.org.za](http://www.sahrc.org.za). The South African Human Rights Commission can be contacted at the following address:

Private Bag 2700  
HOUGHTON  
2041

Tel. No. (+27 11) 4848300  
Fax. No. (+27 11) 4840582

**PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER**  
**FORM B**  
**REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY**

**(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)**  
**(Regulation 4)**

**A. Particulars of private body**

The Head:

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**B. Particulars of Person requesting access to the record**

- (a) *The particulars of the person who requests access to the records must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Name and Surname:

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Identity Number:

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Postal Address:

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Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail address:

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Capacity in which request is made, when made on behalf of another person:

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**C. Particulars of person of 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:

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Identity Number:

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**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 the 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 the 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 of the request fee.*

- (c) *The **fee payable for access** to a record depends on the form in which the 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 therefore.*

Reason for exemption of payment of the fee:

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**F. Form of Access to the 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:
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Mark the appropriate box with an "X"

**NOTES:**

- (a) *Your indication as to the required form of access depends 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.*

<b>1. If the record is in written or printed form:</b>					
	Copy of record *		Inspection of record		
<b>2. If the 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*

<b>3. If the record consists of recorded words or information which can be reproduced in sound:</b>			
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack * (written or printed document)

<b>4. If the 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 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? <b>A postal fee is payable.</b>				YES	NO

**G. Particulars of right to be exercised or protected:**

If the provided space is inadequate, please continue of 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:

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2. Explain why the requested record is required for the exercising or protection of the  
aforementioned right:

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**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 thereof 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?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_  
20\_\_\_\_

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REQUESTER/PERSON  
BEHALF REQUEST IS MADE

SIGNATURE OF  
ON WHOSE

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