



CIB PTY LTD

PAIA Manual

Previous / Current Version: V1.0
Issued by: Juan Erasmus
Effective Date: 01/06/2021
Next Review Date: 01/06/2022

**CIB (PTY) LTD (“CIB”)
MANUAL PREPARED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

Contents

1	INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT	3
2	DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10.....	3
3	RECORDS AUTOMATICALLY AVAILABLE	4
4	SUBJECTS AND CATEGORIES OF RECORDS HELD BY HOSTCO.....	4
5	PURPOSE OF PROCESSING OF PERSONAL INFORMATION.....	Error! Bookmark not defined.
6	DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION	Error! Bookmark not defined.
7	PLANNED RECIPIENTS OF PERSONAL INFORMATION	Error! Bookmark not defined.
8	PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION.....	Error! Bookmark not defined.
9	SECURITY MEASURES TO PROTECT PERSONAL INFORMATION	Error! Bookmark not defined.
10	DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS.....	8
11	AVAILABILITY OF THE MANUAL.....	9
12	FEEES IN RESPECT OF PRIVATE BODIES	9
13	FORM E: AUTOMATICALLY AVAILABLE RECORDS.....	13

1 INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Designated Head of CIB: Douglas Donnelly

Postal Address of CIB: Private Bag x1600, Bedfordview, 2008

Street Address of CIB: 15E Riley Road, Riley Road Office Park, Bedfordview, 2008

Tel. No of CIB: (011) 455 5101

E- Mail address of CIB: admin@cib.co.za

2 DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission (SAHRC). It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, *inter alia*, at the office of the offices of the Information Regulator South Africa, *inter alia*, at JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001:

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017
Tel Number: 010 023 5200
Email: PAIACompliance@inforegulator.org.za

RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

Basic Conditions of Employment Act No. 75 of 1997
Broad-based Black Economic Empowerment Act 53 of 2003
Companies Act No 71 of 2008 and Applicable Regulations
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Competition Act No. 89 of 1998
Consumer Affairs (Unfair Business Practice) Act No. 71 of 1988
Consumer Protection Act 68 of 2008
Copyright Act No. 98 of 1978
Electronic Communications Act, No. 36 of 2005.
Electronic Communications and Transactions Act No 25 of 2002
Employment Equity Act. No. 55 of 1998
Exchange Control Amnesty and Amendment of Taxation Laws Act of 2003
Financial Advisory and Intermediary Services Act 37 of 2002
Financial Intelligence Centre Act No. 38 of 2001.
Financial Sector Regulation Act No. 9 of 2017
Income Tax Act No 58 of 1962
Insurance Act No. 18 of 2017
Intellectual Property Laws Amendment Act No. 38 of 1997
Labour Relations Act No 66 of 1995
National Health Act 61 of 2003
Occupational Health and Safety Act No. 85 of 1993

Pension Funds Act No 24 of 1956
Prevention and Combating of Corrupt Activities Act No 12 of 2004
Prevention of Organised Crime Act No. 121 of 1998
Promotion of Access to Information Act No.2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
Protected Disclosures Act No. 26 of 2000
Protection of Personal Information Act 4 of 2013
Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
Regulation of Interception of Communication and Provision of Communications Act, No.2 of 2000
Regulation of Interception of Communications and Provisions of Communication Related Information Act No. 70 of 2002
Skills Development Act 97 of 1998
Skills Development Levies Act No 9 of 1999
South African Reserve Bank Act No. 90 of 1989
Supreme Court Act No. 59 of 1959
Trade Marks Act 194 of 1993
Trust Property Control Act No. 57 of 1988
Unemployment Insurance Act No. 63 of 2001
Unemployment Insurance Contributions Act No 4 of 2002
Value Added Tax Act No 89 of 1991

3 RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

4 SUBJECTS AND CATEGORIES OF RECORDS HELD BY HOSTCO

General information about CIB can be accessed via contacting the information office at CIB by calling the following number 011 455 5101 or sending an email to juane@cib.co.za, admin@cib.co.za or via the internet on www.cib.co.za, which is available to all persons who have access to the internet.

CIB (Pty) Ltd ("CIB") and its subsidiary, FPA Underwriting Manager (Pty) Ltd ("the CIB Group") are registered financial service providers operating as Underwriting Managers

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

4.1. COMPANIES ACT RECORDS

- All trust deeds.
- Documents of Incorporation.
- Memorandum of Incorporation.
- Minutes of meeting of the Board of Directors.
- Minutes of meetings of Shareholders.

- Proxy forms.
- Register of debenture-holders.
- Register of directors' shareholdings.
- Research and development.
- Share certificates; and
- Share Register and other statutory registers and/or records and/or documents.
- Special resolutions/Resolutions passed at General and Class meetings.

Records relating to the appointment of:

- Auditors.
- Directors.
- Prescribed Officer.
- Public Officer; and
- Secretary.

4.2. FINANCIAL RECORDS

- Accounting Records
- Annual Financial Reports.
- Annual Financial Statements
- Asset Registers.
- Bank Statements
- Banking details and bank accounts.
- Banking Records
- Debtors / Creditors statements and invoices.
- General ledgers and subsidiary ledgers.
- General reconciliation.
- Invoices.
- Paid Cheques
- Policies and procedures.
- Rental Agreements; and
- Tax Returns.

4.3. INCOME TAX RECORDS

- PAYE Records
- Documents issued to employees for income tax purposes.
- Records of payments made to SARS on behalf of employees.
- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

4.4. PERSONNEL DOCUMENTS AND RECORDS

- Accident books and records.
- Address Lists.
- Disciplinary Code and Records.
- Employee benefits arrangements rules and records.
- Employment Contracts.
- Employment Equity Plan.
- Forms and Applications.
- Grievance Procedures.
- Leave Records.
- Medical Aid Records.
- Payroll reports/ Wage register.
- Pension Fund Records.
- Safety, Health and Environmental records.
- Salary Records.
- SETA records.
- Standard letters and notices.
- Training Manuals.
- Training Records.
- Workplace and Union agreements and records.

4.5. PROCUREMENT DEPARTMENT

- Standard Terms and Conditions for supply of services and products.
- Contractor, client and supplier agreements.
- Lists of suppliers, products, services and distribution; and
- Policies and Procedures.

4.6. SALES DEPARTMENT

- Customer details.
- Insurance proposals/quotations.
- Information and records provided by a third party/intermediary.

4.7. MARKETING DEPARTMENT

- Advertising and promotional material

4.8. RISK MANAGEMENT AND AUDIT

- Audit reports.
- Risk management frameworks; and
- Risk management plans.

4.9. SAFETY, HEALTH AND ENVIRONMENT

- Complete Safety, Health and Environment Risk Assessment.
- Environmental Managements Plans.

- Inquiries, inspections, examinations by environmental authorities.

4.10. IT DEPARTMENT

- Computer / mobile device usage policy documentation.
- Disaster recovery plans.
- Hardware asset registers.
- Information security policies/standards/procedures.
- Information technology systems and user manuals.
- Information usage policy documentation.
- Project implementation plans.
- Software licensing; and
- System documentation and manuals.

5 PURPOSE OF PROCESSING OF PERSONAL INFORMATION

To support sales and marketing activities
 To underwrite non-life insurance policies
 To settle claims under non-life insurance policies
 To support engagement with intermediaries
 To support recruitment and management of staff
 To support engagement with suppliers
 To support engagement with the general public

6 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

Customers: record of customer life cycle
 Employees: record of employee life cycle
 Suppliers: record of supplier life cycle
 General public: tracking general enquiries and web site visits
 Investors: records as maintained by the Company Secretary
 Media: records of media interactions

7 PLANNED RECIPIENTS OF PERSONAL INFORMATION

Statutory authorities
 Reinsurers
 Service Providers
 Law enforcement
 Tax authorities
 Financial institutions
 Medical schemes
 Employee pension and provident funds
 Industry bodies

8 PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

Flows to service providers/operators/reinsurers.

9 SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

Physical security measures
Cyber security measures
Training in information security
Policies in information security
Audits of information security
Any particular security framework implemented.

10 DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

10.1 PAIA FORM 02: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation (7), Form 02 should be used to request access to a record held by a Public or Private body in terms of PAIA. Form 02 can be downloaded from the Information Regulator website under Documents/Forms. It can also be downloaded using the link below.

Form 02: Request for Access to Record:

<https://inforegulator.org.za/paia-forms/>

Please note: Do not use Form 02 for personal information requests (Data Subject Requests). The appropriate form for these requests is described in point 14.2 below.

10.2 POPIA 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)

In terms of the Protection of Personal Information Act of 2013, Section 24 and the Regulations relating to the Protection of Personal information, 2017, [Regulation 3(2)] Form 2 should be used to raise requests for the correction or deletion of personal information, or destroying or deletion of record of personal information. Form 2 is available on the Information Regulator website under Documents/Forms. It can be downloaded using the link below:

Form 2: Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

<https://inforegulator.org.za/popia-forms/>

Grounds for Refusing a Request

HostCo has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

HostCo has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

11 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the office of CIB free of charge, from the SAHRC.



Wilhelm von La Chevallerie

12 FEES IN RESPECT OF PRIVATE BODIES

The following is a breakdown of the fees structure for the purposes of determining the manner in which fees relating to a request for access to a record of a private body are to be calculated:

Part III of Regulation 187 published in the Government Gazette on the 15 February 2002:

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:
 - a. (a) For every photocopy of an A4-size page or part thereof R1,10
 - b. (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form R0,75
 - c. (c) For a copy in a computer-readable form on - (i) stiffer disc R 7,50; (ii) compact disc R 70,00
 - d. (d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00, (ii) For a copy of visual images R 60,00
 - e. (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00; (ii) For a copy of an audio record R 30,00
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) are as follows:
 1.
 - a) For every photocopy of an A4-size page or part thereof R 1,10;
 - b) For every printed copy of an A4-size page or part; thereof held on a computer or in electronic or machine-readable form R 0,75;

- c) For a copy in a computer-readable form on - (i) stiffy disc R 7,50; (ii) compact disc R 70,00
- d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00; (ii) For a copy of visual images R 60,00
- e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00; (ii) For a copy of an audio record R 30,00
- f) To search for and prepare the record for disclosure, R30,00; for each hour or part of an hour reasonably required for such search and preparation.

2. For purposes of section 54(2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

3. The actual postage is payable when a copy of a record must be posted to a requester.

A. 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: _____

B. 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: _____

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.

Mark the appropriate choice with an **X**.

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 file)
- 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

C. 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: _____

D. 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 _____

**SIGNATURE OF REQUESTER / PERSON ON WHOSE
BEHALF REQUEST IS MADE**

13 FORM E: AUTOMATICALLY AVAILABLE RECORDS

FORM E

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:

(Section 52 of the Promotion of Access to Information Act, 2000

(Act 2 of 2000))

[Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 52(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
.....
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
.....
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):	
.....
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):	
.....