

Promotion of Access to Information Policy & Manual

V3 | updated November 2025



1. 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 Company, 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 Company 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.

The scope of this policy is applicable to New National Assurance Company Limited (NNAC) as a legal entity and as controlling company to which it has interests and participation in its subsidiaries.

2. PARTICULARS IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT

CONTACT DETAILS	
Name of Business	New National Assurance Company
Designated contact person	Mr Kalim Rajab/ Ms Vicky Lakhraj
Physical address	9 Old Main Road Kloof 3640
Telephone number	031 334 2000
Email address	krajab@nnac.co.za / vicky@nnac.co.za

3. THE HUMAN RIGHTS COMMISSION GUIDELINE

The South African Human Rights Commission has compiled a guide that contains information reasonably required by a person who wishes to exercise any right contemplated in the Act.

This guide is available in hard copy from the South African Human Rights Commission or can be accessed on their website.

The details are as follows:

Postal address	The South African Human Rights Commission- PAIA Unit The Research and Documentation Department Private Bag 2700 Houghton 2041
Telephone number	011 877 3600
Fax number	011 403 0625
Email address	paia@sahrc.org.za
Website	www.sahrc.org.za



4. **WHO MAY REQUEST INFORMATION IN TERMS OF THE ACT?**

Any person, who requires information for the exercise or protection of any rights, may request information from a Private Company.

Section 50 of the Act states that:

- (a) That record is required for the exercise or protection of any rights.
- (b) That person complies with the procedural requirements in this Act relating to a request for access to that record, and
- (c) Access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of the PAIA Act.

The subject on which the Company holds records, and the categories of records are listed below.

4.1 **Records Available in terms of any other Legislation**

Basic Conditions of Employment Act, 97 of 1997
Companies Act, 61 of 1973
Compensation for Occupational Injuries and Health Diseases Act, 130 of 1993
Conduct of Financial Institution Bill
Consumer Protection Act, 68 of 2008
Electronic Communications and Transactions Act No 25 of 2002
Employment Equity Act, 55 of 1998
Financial Advisory and Intermediary Services Act No.37 of 2002
Financial Intelligence Centre Act, 38 of 2002
Financial Services Board Act no 97 of 1990
Financial services Ombud Schemes Act No 37 of 2004
Income Tax Act No 58 of 1962
Insurance Act No 18 of 2017
Insurance Laws Amendment Act No 27 of 2008
Labour Relations Act No 66 of 1995
Occupational Health and Safety Act No 85 of 1993
Promotion of Access to Information Act No 2 of 2000
Protection of Personal Information Act 4 of 2013
Protected Disclosure Act No 26 of 2000
Short Term Insurance Act No 53 of 1998
Skills Development Act No 97 of 1998
Unemployment Contributions Act, 4 of 2002
Unemployment Insurance Act, 63 of 2001
Value Added Tax No 89 of 1991

4.2 **Categories of records and subjects in respect of which records are held:**

Administration:	
Incorporation documents	Not available automatically



Minutes of general meetings	Not available automatically
Employment Equity Plans and Reports	Not available automatically
Any other records required to be kept in terms of the Companies Act or other legislation	Not available automatically

Human Resources:	
Employment contracts	Not available automatically
Policy and Procedures	Not available automatically
Training	Not available automatically
Safety and Security Documents	Not available automatically
Disciplinary Records	Not available automatically
Leave Records	Not available automatically
Operations:	
Compliance manuals- FAIS	Not available automatically
Compliance reports	Not available automatically
Complaint's procedure	Not available automatically
Register of Key Individuals	Not available automatically
Register of representatives	Not available automatically
Standard agreements	Not available automatically

Regulatory:	
Permits, Licenses or Authorities	Not available automatically

Published Information:	
External newsletters and Circulars	Available Automatically
Internal newsletters and Circulars	Available Automatically

Information on the company published by third parties	Available Automatically
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Finances:	
Accounting and audit records	Not available automatically
Financial statements	Not available automatically
Assets Inventory	Not available automatically

5. The Request Procedure

- a) The prescribed form must be used to make the request for access to a record.
- b) A request may be made to the Information officer or Deputy Information officer.
- c) Sufficient detail of the request made must be provided on the request form to enable the Information Officer or Deputy Information Officer to clearly identify the record as well as the requester's specific identity and proof of identification must be provided to the Information Officer or Deputy Information Officer.
- d) A requester must indicate which form of access they require.
- e) A requester must indicate if they wish to be informed in any manner and if so, they must state the necessary particulars required to be so informed.
- f) A requester must identify the right that they are seeking to protect or that they wish to exercise, and they must provide an explanation as to why the requested record is required for the protection or exercise of that right.
- g) If a requester is making the request on behalf of another person, they must submit proof, to the satisfaction of the Information Officer, of their authority to make such a request, by means of a legally binding Power of Attorney in their favour. Failure to do so will result in the request being rejected.

6. Prescribed Fees

- a) The prescribed fee of R50.00 must be paid before a request will be processed.
- b) Payment of this fee is to be made as directed by the Information Officer or Deputy Information Officer.
- c) There is no payment of a request fee if the request is a request for the requester's personal information.
- d) The Information Officer or Deputy Information Officer will then decide in respect of the request and will notify the requester of his/her decision.
- e) Should the request be refused, the requester may lodge an application at court against the tender or payment of the requested fee.
- f) If a request is granted then the requester will have to pay a further access fee for the search, reproduction, and preparation of the record as well as for any time, which has exceeded the prescribed hours, to search and in order to prepare the record for disclosure to them.

7. Grounds for refusing of access to information.

There are various grounds under which an access to information request may or must be refused by an Information Officer or Deputy Information Officer, these grounds are as follows:

7.1 Protection of privacy of the third party

An Information Officer or Deputy Information Officer must not allow access to personal information of a natural person, including a deceased individual. PAIA states that in order to protect the right to



privacy of a third party who is a natural person, the Information Officer or Deputy Information Officer must assess whether releasing the information in question to the requester 'would involve the unreasonable disclosure of personal information'.

The Information Officer or Deputy Information Officer must also consider whether the personal information in question falls into the following categories of personal information which may be disclosed:

- Personal information of an individual who has given consent for this information to be released.
- Personal information which has already been made public.
- Personal information about a child under the age of 18 where the disclosure of such information is in the best interest of the child, and the requester is the child's carer (i.e., parent or guardian)
- Personal information of a deceased person to a requester who is the individual's next of kin, or who has been authorised (written consent) by the next of kin.
- Personal information of a deceased person who has been deceased for a period of more than 20 years.
- Personal information of an individual who is or was an official of a public or private body and where the information relates to their position as an official.

7.2 Protection of commercial information of a third party

The Information Officer or Deputy Information Officer must refuse access to information if releasing such information would cause harm to the commercial or financial interests of the business. The following commercial information cannot be disclosed by an Information Officer:

- Trade secrets.
- Financial, commercial, scientific, research or technical information about a third party which, if released, would cause harm to the third party.
- Information which has been supplied in confidence by the third party.

7.3 Protection of confidential information

An Information Officer or Deputy Information Officer must refuse access to a record if the release of the record will amount to a breach of a duty of confidence owed to a third party in terms of an agreement or contract.

7.4 Protection of the safety of individual and property

An Information Officer or Deputy Information Officer must refuse access to a record if the disclosure of the record could reasonably be expected to compromise the safety of an individual or property.

7.5 Protection of information in legal proceedings

This refers to the protection of information required in legal and law enforcement processes.

7.6 Protection of Research Information

An Information Officer or Deputy Information Officer must refuse access to records which contain information relating to research which is or will be undertaken by the company or a third party. This refusal of access to information is in circumstances where the disclosure of the record will expose the research of the third party or company, the individual or institution carrying out the research, or the subject matter of the research to a serious disadvantage.



7.7 Manifestly frivolous or vexatious requests, or substantial and unreasonable diversion of resources

An Information Officer or Deputy Information Officer may refuse a request for information if he/she is of the opinion that processing requests will be unreasonably time consuming and lead to waste of resources. In addition, an Information Officer or Deputy Information Officer may refuse access to a record if the request is seen to be made by a requester to unnecessarily annoy or provoke.

8. Decision making Process

The Information officer or Deputy Information Officer will take all the reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Information officer or Deputy Information Officer must notify the requester by way of an affidavit or affirmation, that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requester must be given access if the requester would have otherwise been granted.

The Information Officer or Deputy Information Officer must within 30 days of receipt of a correctly completed request, notify the requester of the decision as to whether to grant the request. If the request is:

- a) **Granted:** The notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requester wish to apply to court against such fee, and the form in which access will be given.
- b) **Declined:** The notification must include adequate reasons for the decisions, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish to apply to court against the decision.

9. Availability of the PAIA Manual

The manual is available for inspection at the SAHRC (South African Human Rights Commission) website. A copy of this manual is available on the NNAC website.

10. REQUEST FOR ACCESS TO RECORDS OF NNAC

Please refer to Form 2 (Request for Access to Record) and Form 3 (Outcome of Request and of Fees Payable).

11. FEES IN RESPECT OF PUBLIC COMPANY

ACTIVITY	FEE
Copy per A4 Page	R1.10
Printing per A4 page	0.75c
Copy on a CD	R70
Transcription of visual images per A4 page	R40
Transcription of an audio recording per A4 page	R20
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation
The Request fee payable by a requester, other than a personal requester is R50	



The access fees payable by a requester referred to in regulation 11(3) are as follows:	
Copy per A4 Page	R1.10
Printing per A4 page	0.75c
Transcription of visual images per A4 page	R40
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation

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:

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Fax number:

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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 (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
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		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <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			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
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 <i>(Mark the applicable box with an "X")</i>	
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 <i>(Mark the applicable box with an "X")</i>	
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 <i>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.</i>	
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	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
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>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

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:

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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