

PAIA manual

October 2011



This manual is prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) (herein referred to as “the Act”) for:

- ~ **acsis** Limited
- ~ Strategic Investment Service Management Company Limited
- ~ Strategic Investment Service Retirement Annuity Fund
- ~ Strategic Investment Service Preservation Provident Fund
- ~ Strategic Investment Service Preservation Pension Fund
- ~ SIS Nominees (PTY) Limited
- ~ Strategic Investment Service Life (PTY) Limited
- ~ Strategic Compliance Service (PTY) Limited
- ~ Strategic Investment Service Support Systems (PTY) Limited
- ~ Return on Life Tools (PTY) Limited

(herein individually referred to as “the private body”)

All requests for information in terms of this manual should be directed to:

The Information Officer

6th Floor, The Terraces	25 Protea Road
P O Box 44604	Claremont
Claremont	7708
7735	
telephone:	+27 21 670 7800
fax:	+27 21 683 2831
e-mail:	legalnotices@acsis.co.za

copies of this manual

The manual is available for inspection, free of any charge, at the offices of the private body. Copies are also available from the SA Human Rights Commission, in the applicable Government Gazette and on the website www.acsis.co.za

The private body will charge a fee for a copy of any page or part thereof of this manual.

South African Human Rights Commission Guide

In terms of section 10 of the Act, the South African Human Rights Commission (“SAHRC”) is required to compile a guide containing information, which someone intending to exercise any right contemplated in the Act would require. Such guide must be made available in all official languages and if necessary must be updated and published every 2 years. The first guide is to be made available by 31 August 2005.

You may obtain further information from the SAHRC, using the contact details below:

**Private Bag 2700
Houghton
2041**

telephone: +27 11 484 8300
fax: +27 11 484 0582
e-mail: PAIA@sahrc.org.za
website: www.sahrc.org.za

records available in terms of other legislation

All records kept and made available in terms of legislation applicable to any of the subjects listed in this Manual and the Financial Services Industry in general, as it applies to the specific environment in which the private body operates, are available in accordance with said legislation.

subjects and categories of records held by the company

Records are held on the following subjects:

- ~ personnel records
- ~ client-related records
- ~ private body record
- ~ records in the possession of or pertaining to other parties

personnel records

Personnel refers to any person who works for or provides services to or on behalf of the private body and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of the private body. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers.

Personnel records include the following:

- ~ any personal records provided to the private body by their personnel
- ~ any records a third party has provided to the private body about any of their personnel
- ~ conditions of employment and other personnel-related contractual and quasi-legal records
- ~ internal evaluation records;
- ~ other internal records and correspondence

client-related records

A client includes any natural or juristic entity, who receives services from the private body. Client-related information includes the following:

- ~ any records a client has provided to a third party acting for or on behalf of the private body;
- ~ any records a third party has provided to the private body; and
- ~ records generated by or within the private body pertaining to the client, including transactional records.

private body records

The following are considered to include but not be limited to records, which pertain to the private body's own affairs:

- ~ financial records
- ~ operational records
- ~ databases
- ~ information technology
- ~ marketing records
- ~ internal correspondence
- ~ product records
- ~ statutory records
- ~ internal policies and procedures
- ~ treasury-related records
- ~ securities and equities
- ~ records held by officials of the private body

other parties

The private body may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, service providers. Alternatively, such other parties may possess records, which can be said to belong to the private body.

The following records fall under this category:

- ~ personnel, client or private body records which are held by another party as opposed to being held by the private body
- ~ records held by the private body pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

process for requesting information

A request for information, in terms of the Act, must be made using the prescribed form (Annexure A). The form may be obtained from the Information Officer at the contact details contained herein, or from the website www.acsis.co.za

Failure to fully complete the prescribed form will result in delaying the process while the private body requests further information.

fees payable

Once a request has been received, the Information Officer will inform you of the fees (if any) payable and the different procedures that must be followed until your application has been finalised.

reproduction fees

A fee will be payable for the reproduction of any page of this manual.

request fee

This fee is payable where a person (the requestor) requests information from the private body on a person other than the requestor himself/herself. The fee is payable upfront before the request will be processed any further.

access fee

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

deposits

Where the private body receives a request for access to information held on a person other than the requestor himself/herself and the information officer upon receipt of the request is of the opinion that the preparation of the required record for disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to one third of the amount of the applicable access fee.

annexure A

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

the head _____

B. particulars of person requesting access to the record

- ~ the particulars of the person who requests access to the record must be given below.
- ~ the address and/or fax number in the Republic to which the information is to be sent must be give.
- ~ proof of the capacity in which the request is made, if applicable, must be attached

full names and surname _____

identity number _____

postal address _____

telephone number _____

fax 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

- ~ 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 folio and attach it to this form. **The requester must sign all the additional folios.**

description of record or relevant part of the record

reference number (if available)

any further particulars of record

E. fees

- ~ 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.
- ~ you will be notified of the amount required to be paid as the request fee.
- ~ 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.
- ~ 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. Mark the appropriate box with an X

disability form in which record is required

please note:

- ~ compliance with your request in the specified form may depend on the form in which the record is available
- ~ 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

~ 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:

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 cassette)

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	<input type="checkbox"/>	no	<input type="checkbox"/>
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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.**

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:

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 the day of 20

signature of requester / person on whose
behalf request is made

please sign here
