

# **MANUAL**

**Prepared in terms of Section 51 of**

**THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000  
("the Act")**

**for**

**RHM Technical Services (Pty) Ltd.  
(Registration number: 1998/025814/07)  
("the Company")**

## TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. CONTACT DETAILS.....	3
3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT.....	3
4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION.....	3
5. ACCESS TO THE RECORDS.....	4
6. THE REQUEST PROCEDURES.....	4
7. FEES.....	5
8. OTHER INFORMATION AS MAY BE PRESCRIBED.....	5
9. AVAILABILITY OF THE MANUAL .....	5
PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER.....	6
FEES.....	10

## **1. INTRODUCTION**

RHM Technical Services (Pty) Ltd. is a short term insurance underwriting management agency.

## **2. CONTACT DETAILS**

Postal address : P.O. Box 1352  
Sunninghill  
2157

Street address : 6 The Firs  
5 Humber Street  
Woodmead  
2157

Telephone : (011) 803 6310  
Fax : (011) 803 6315  
E-mail : bob@rhm.co.za

## **3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT**

The guide will be available from the South African Human Rights Commission by not later than August 2005. Please direct any queries to:

The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department  
Postal address : Private Bag 2700  
Houghton  
2041

Telephone : (011) 484 8300  
Fax : (011) 484 0582  
E-mail: : paia@sahrc.org.za

## **4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

- 4.1 The following records are available in terms of legislation, other than the Act:
- 4.1.1 All records required to be available in terms of legislation, other than the Act.
  - 4.1.2 All records kept in terms of legislation applicable to the business conducted by the Company.
  - 4.1.3 The following statutes are applicable to the Company:
    - 4.1.3.1 Basic Conditions of Employment Act, No. 75 of 1997
    - 4.1.3.2 Companies Act, No. 61 of 1973
    - 4.1.3.3 Financial Advisory and Intermediary Services Act, No. 37 of 2002
    - 4.1.3.3 Income Tax Act, No. 58 of 1962
    - 4.1.3.4 Labour Relations Act, No. 66 of 1995
    - 4.1.3.5 Regional Services Councils Act, No. 109 of 1985
    - 4.1.3.6 Short Term Insurance Act, No. 53 of 1998
    - 4.1.3.7 Skills Development Levies Act, No. 9 of 1999
    - 4.1.3.8 Unemployment Insurance Act, No. 63 of 2001
    - 4.1.3.9 Value Added Tax Act, No. 89 of 1991

## **5. ACCESS TO THE RECORDS**

5.1 Records regarding the following subjects are held:

- Records required in terms of Company law
- Records required in terms of other legislation applicable to the business of the Company
- Records setting out the services offered by the Company
- Research records on clients
- Private body records
- Personnel records

5.2 The following categories of records may be held in relation to the above subjects:

- Statutory
- Business
- Trade
- Third party
- Policy
- Commercial
- Financial
- Operational
- Internal and external correspondence
- Legal
- Company incorporation
- Marketing
- Human Resources
- Internal policies and procedures
- Confidential / personal

## **6. THE REQUEST PROCEDURES**

6.1 The requestor must use the prescribed form to make the request for access to a record. This must be made to the head of the Company. This request must be made to the address, fax number or electronic mail address of the Company.

6.2 The requestor must provide sufficient detail on the request form to enable the head of the Company to identify the record and the requestor. The requestor should also indicate which form of access is required. The requestor should also indicate if any other manner is to be used to inform the requestor and state the necessary particulars to be so informed.

6.3 The requestor must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

6.4 If a request is made on behalf of another person, the requestor must then submit proof of the capacity in which the requestor is making the request to the satisfaction of the head of the private body.

## **7. FEES**

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- 7.1 The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- 7.2 The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee.
- 7.3 After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- 7.4 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **8. OTHER INFORMATION AS MAY BE PRESCRIBED**

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## **9. AVAILABILITY OF THE MANUAL**

A copy of this manual is available at the Company's office during office hours and through the South African Human Rights Commission.

**PRESCRIBED FROM TO BE COMPLETED BY A REQUESTER**

**REQUEST FOR ACCESS TO RECORDS OF RHM TECHNICAL SERVICES (PTY) LTD.**

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

**A. Particulars of private body**

The Head:

---

---

---

---

---

**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 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

- 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.**

Description of the Record or relevant part of the record:

---

---

---

---

Reference number, if applicable: \_\_\_\_\_

Any further particulars of the 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 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:

---

---

---

---

## 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:

### 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.

### 1. If the record is in written or printed form

<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record
--------------------------	-----------------	--------------------------	----------------------

### 2. If the 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"/>	Transcription of the images*
--------------------------	-----------------	--------------------------	--------------------	--------------------------	------------------------------

### 3. If the 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 the 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"/>	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>	<b>YES</b>	<b>NO</b>
--------------------------------	------------	-----------

**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 requested record is required for the exercising 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 thereof in another  
manner, please specify 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 \_\_\_\_\_  
200\_\_.

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE

## FEES

### REPRODUCTION FEES

- For every photocopy of an A4-size page or part thereof R 1,10
- 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
- For a copy in a computer-readable form on
  - Stiffy disc R 7,50
  - Compact disc R70,00
- A transcription of visual images, for an A4-size page or part thereof R40,00
- For a copy of visual images R60,00
- A transcription of an audio record, for an A4-size page or part thereof R20,00
- For a copy of an audio record R30,00

### REQUEST FEES

- Where a requester submits a legitimate request for access to information held by the Bank on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the request will be processed.

### ACCESS FEES

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

The applicable access fees which will be payable are:

- For every photocopy of an A4-size or part thereof R 1,10
- 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
  - For a copy in computer-readable form on
    - Stiffy disc R 7,50
    - Compact disc R70,00
- A transcription of visual images, for an A4-size or part thereof R40,00
- For a copy of visual images R60,00
- To search for a record that must be disclosed R30,00 p.h  
(per hour of part of an hour reasonably required for such search)
- Where a copy or a record needs to be posted the actual postal fee is payable.

***Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations. These fees are subject to amendment without notice.***