



Registration Number of Company:

1998/000916/06

RENASA INSURANCE COMPANY LIMITED

(“Renasa”/ “the Company”)

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act (PAIA) and

Regulation 4 of

the Regulations to the Protection of Personal Information Act (POPIA)

1. INTRODUCTION

Renasa Insurance Company Limited conducts business as a licensed non –life Insurer. We are an Authorized Service Provider FSP licence number is 15491 and a licensed non-life insurer (IN0140)

2. COMPANY CONTACT DETAILS

Information Officer: Mr. Brian Martin

Postal Address: PO Box 412072 Craighall Johannesburg

Street Address: Renasa House 170 Oxford Road Melrose Johannesburg

Telephone Number: 011 380 3080

Fax Number: 011 380 3088

Email: brian.martin@renasa.co.za

Website: www.renasa.co.za

3. PAIA

3.1 PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in Sections 53 and 54 of the PAIA.

3.3 Requesters are referred to the Guide which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

Records may be made available to a requester in terms of the following acts:

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 25 of 2002	Electronic Communications and Transactions Act
10	No 2 of 2000	Promotion of Access of Information Act
11	No 30 of 1996	Unemployment Insurance Act

5. RECORD TYPES WHICH MAY BE REQUESTED

- Claim records;
- Personnel records;
- Sales records;
- Customer service records;
- Administrative records;
- Information technology records

6. VOLUNTARY DISCLOSURE

In terms of Section 52 of the PAIA, the annual reports and media releases of Renasa Insurance Company Limited are available without a person having to request access thereto. Information is available on request or on the website: www.renasa.co.za

7. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at <https://www.sahrc.org.za/index.php/component/k2/item/95-lodging-paia-requests> form C has also been attached on Renasa's website.
- 6.2 Address your request to the Information Officer mentioned above.
- 6.3 Provide sufficient details to enable Renasa to identify:
 - (a) The record(s) requested;
 - (b) The requester (and if an agent is lodging the request, proof of capacity);
 - (c) The form of access required;
 - (d) (i) The postal address or fax number of the requester in the Republic;
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

8. PRESCRIBED FEES

The following applies to requests (other than personal information requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed, except for requests for personal information in terms of POPIA or employment information as a former employee;
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.