



PROMOTION OF ACCESS TO INFORMATION Act (PAIA)

Access to Information Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (PAIA).

This Manual applies to **Beukesco (Pty) Ltd t/a Nu Africa Risk Services** (hereafter referred to as “Nu Africa”).

Purpose of the PAIA manual

We respect your right of access to information. This guide to accessing records held by **Beukesco (Pty) Ltd t/a Nu Africa Risk Services** is intended to provide guidelines to members of the public who wish to exercise their constitutional right to access information. The Promotion to Access of Information Act 2 of 2000 as amended from time to time (known as PAIA) requires us to draft and make this PAIA manual available to you.

This PAIA manual will assist you to know what types of information we have and how to request access to it.

Introduction

We describe who we are and what we do on our website, or you can ask us for this information. PAIA requires the information officer of a private body to compile a manual that contains information on the records it holds. A ‘private body’ means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. We are a private body.

Our details

Our organisation’s and information officer’s details are on our website or available on request.

Further guidance from the Information Regulator

For further guidance, contact the Information Regulator. They have compiled a PAIA Guide in each official language of South Africa on how to exercise your rights under PAIA.

Visit their website	www.inforegulator.org.za
Postal address	P.O Box 3153, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Phone number	010 023 5200
Ask a general enquiry by email	enquiries@inforegulator.org.za
Lodge a complaint by email	PAIAComplaints@inforegulator.org.za

Records which we make available without requiring access requests

We make some records automatically available to you without you needing to request access to them.

Beukesco (Pty) Ltd t/a Nu Africa Risk Services has under its control or in its possession the following categories of records under the subjects described below. The categories of records are not exhaustive and are subject to amendment from time to time. A request made for access to these records will not automatically be granted but will be evaluated in accordance with the provisions of the Act, any other legal requirements, and **Beukesco (Pty) Ltd t/a Nu Africa Risk Services** policies.

Category of record	Type of record	How you can access it	Available on website	Available on request
Governance	Memorandum of incorporation (MOI). Directors' / Members names. Incorporation Documents.	CIPC BizPortal		
Governance & FAIS Disclosures	Complaints Management Framework. Conflict of Interest Policy Treating Customers Fairly Policy		X	X
Forms	Proposal Forms Claim Forms			X
Marketing	Product offerings / Brochures External newsletters and circulars Internal newsletters and circulars Information on the company published by third parties Posters. Our website		X	X

Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them. These are records that most organizations have.

- Establishment records
- Business records
- Financial records
- Insurance records
- Tax records
- Personal records
- Agreements or contracts
- Regulatory documents
- Customer and supplier information

Records we hold to comply with the law

We hold records that all organizations are required by law to hold. We also hold records that the law specifically requires organizations like ours to retain. Please ask our information officer for details.

How you can request access

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete **Form 2**.

Please submit the completed form (together with the relevant request fee explained below) to our information officer's email address, our physical address, or by fax using the details we provide. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the type of access you require,
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

How we will give you access

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

How much it will cost you

Request fees

When submitting your request, you must pay us a request fee as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request, setting out the application procedure.

Access fees

If we grant the request, you will have to pay us a further access fee the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee. The access fee will provide for:

- the costs of making the record, or transcribing the record,

- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

The requester must pay the prescribed fee before any further processing can take place.

Description	Cost per A4-size page or part thereof/item	Number of pages/items	Total
The request fee payable by every requester	N/A	N/A	R140.00
Photocopy / printed black & white copy of A4-size page	R2.00		
Printed copy of A4-size page	R2.00		
For a copy in a computer-readable form on: a) Flash drive – to be provided by requester b) Compact disc – (i) if provided by requester (ii) if provided to the requester	R40.00 (i) R40.00 (ii) R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images.			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record. (i) Flash Drive – to be provided by requester (ii) Compact disc – (i) if provided by requester (ii) If provided to the requester	R40.00 R40.00 R60.00		
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00		
A deposit if payable if search exceeds 6 hours	Amount of deposit (calculated on one third of total amount per request).	Hours of search	
Postage, email or any other electronic transfer	Actual costs if any		

Grounds for us to refuse access

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy,
- another company's commercial information,
- someone else's confidential information,

- research information,
- the safety of individuals and property, or
- records privileged from production in legal proceedings.

Our decision on giving you access:

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of an affidavit that it is not possible to give access to that record.

Remedies available if we refuse to give you access:

If we deny your request for access, you may:

- apply to a court with appropriate jurisdiction, or
- complain to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

How we process and protect personal information

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

Availability of this Manual

This manual is available in English/Sesotho/Afrikaans/isiNdebele/isiXhosa/isiZulu/Siswati/Sepedi/Setswana/Tshivenda/Xitsonga in electronic format on our website and in physical format at the reception of our company offices.

Updates to this Manual

We will update this manual whenever we make material changes to it.

Issued by



Thina Mabuza
Managing Executive

31 October 2023



FORM 2
REQUEST FOR ACCESS TO RECORD
[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests are made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	<input type="text"/>
Identity Number	<input type="text"/>

Capacity in which request is made (<i>when made on behalf of another person</i>)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (<i>if applicable</i>):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	

Reference number, if available	
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Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

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:	

FEEES	
a) <i>A request fee must be paid before the request is 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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 ____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	

<i>Deposit (if any):</i>	
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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:

al inspection of information at registered address of public/private body (including g to recorded words, information which can be reproduced in sound, or information held puter or in an electronic or machine-readable form) is free of charge. You are required to n appointment for the inspection of the information and to bring this Form with you. If you quire any form of reproduction of the information, you will be liable for the fees prescribed xure B.	
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OR

2. You requested:

copies of the information (including copies of any virtual images, transcriptions and tion held on computer or in an electronic or machine-readable form)	
or printed transcription of virtual images (this includes photographs, slides, video ngs, computer-generated images, sketches, etc.)	
ription of soundtrack (written or printed document)	
f information on flash drive (including virtual images and soundtracks)	
f information on compact disc drive (including virtual images and soundtracks)	
f record saved on cloud storage server	

3. To be submitted:

services to postal address	
services to street address	
service to street address	
ile of information in written or printed format (including transcriptions)	
of information (including soundtracks if possible)	
hare/file transfer	

ed language: (Note that if the record is not available in the language you prefer, access granted in the language in which the record is available)

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
The request fee payable by every requester	N/A	N/A	R140.00
Photocopy / printed black & white copy of A4-size page	R2.00		
Printed copy of A4-size page	R2.00		
For a copy in a computer-readable form on: a) Flash drive – to be provided by requester b) Compact disc – (i) if provided by requester (ii) if provided to the requester	R40.00 (i) R40.00 (ii) R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images.			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record. (iii) Flash Drive – to be provided by requester (iv) Compact disc – (i) if provided by requester (ii) If provided to the requester	R40.00 R40.00 R60.00		
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00		
A deposit if payable if search exceeds 6 hours	Amount of deposit (calculated on one third of total amount per request).	Hours of search	

Postage, email or any other electronic transfer	Actual costs if any		
TOTAL:			

5. Deposit payable (if search exceeds six hours) as per above:

Yes

No

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