



**Information Manual for Altrisk (Pty) Ltd
("Altrisk")**

in terms of

The Promotion of Access to Information Act



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1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

Contact details

Those wishing to request information from Altrisk to protect or exercise a right may contact the Information Officer, using the following contact details:

Postal address

The Information Officer
c/o Compliance Department
Altrisk
PO Box 2944
Pinegowrie
2123

Physical address

22 Oxford Road
Parktown
Tel.: (011) 547 7000
Fax: (011) 547 7777
e-mail: infoofficer@altrisk.co.za
website: www.altrisk.co.za

Prescribed access form and process

Requests for access to information held by Altrisk must be made using the form provided (see Annexure A). This form should be sent to Altrisk at the address, fax, or e-mail address provided above.

The form provided in Annexure A must be completed in full. If the form is not completed in full, the decision to provide the requested information may be delayed or declined.

Upon receipt of the form (Annexure A), the Information officer will notify the requester of the prescribed fee (if any) payable, before further processing of the request. Should the request be granted, a fee of R50.00 is payable.

Proof of payment should be sent to the Information Officer. Further processing of the request will only occur once such payment has been received. The requester may lodge an application to court against the payment of the fee.

Those seeking access to a record containing their own personal information will not be charged a request fee.

If the request is granted the requester will be notified and an additional fee may then be payable (see Annexure B). This fee covers any additional time spent on the search, reproduction and preparation of the requested information.

2. TYPES OF RECORDS HELD BY ALTRISK

Requests for access to documents held by Altrisk will be dealt with in accordance with the Act. The following records are available from Altrisk:

Human resources records

These include, but are not limited to, the following:



Any personal records provided to Altrisk by their personnel;

Any records provided to Altrisk by a third party about any of Altrisk's personnel;

Conditions of employment and other personnel-related contractual and quasi-legal records;

Internal evaluation records; and other internal records and correspondence.

Customer-related records

A customer includes any natural or juristic entity to receive services from Altrisk.

Customer-related information includes, but is not limited to, the following:

Any records a customer has provided to a third party, acting for or on behalf of Altrisk;

Any records a third party has provided to Altrisk;

Any records generated by or within Altrisk pertaining to the customer, including transactional records.

Financial, IT and operational records

These include, but are not limited to, the following:

Financial records; operational records; databases; records relating to information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury-related records; and records held by officials of Altrisk.

Other parties

Altrisk may possess records relating to other parties, including without limitation: contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers.

Other parties may possess records which relate to Altrisk. Records which may be held by parties other than Altrisk include, but are not limited to:

Financial records, correspondence, contractual records, records provided by the other party, and records provided by third parties about contractors / suppliers. These records may relate to personnel, customers or Altrisk.

Records available in terms of other legislation

The requester may also apply for information which is available in terms of other legislation, such as the following:

Basic Conditions of Employment Act, Companies Act, Copyright Act, Compensation for Occupational Injuries & Diseases Act, Employment Equity Act, Financial Services Board Act, Income Tax Act, Labour Relations Act, Unemployment Insurance Act, Long Term Insurance Act, Occupational Health and Safety Act, Promotion of



Equality and Prevention of Unfair Discrimination Act, Electronic Communications and Transactions Act, Short Term Insurance Act, Skills Development Act, Skills Development Levies Act, South African Qualifications Authority Act, VAT Act, Financial Intelligence Centre Act, Financial Advisory and Intermediary Services Act, Protection of Constitutional Democracy Against Terrorist and related Activities Act.

3. AVAILABILITY OF THE MANUAL

This manual is available for inspection, free of charge, at Altrisk's office. It is also available on the Altrisk website (www.altrisk.co.za). Alternatively, copies are available at the South African Human Rights Commission.

4. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The Guide was compiled by the South African Human Rights Commission to help people access records, and exercise their right to information. The Guide is available free of charge in all South African official languages and any person may request a copy of the guide. Please direct queries to:

The South African Human Rights Commission PAIA Unit 2nd Floor Braampark Forum 3 33 Hoofd Street, Braampark Office Park Braamfontein	Telephone: +27 11 877 3627 Fax: +27 11 403 0668 Website: www.sahrc.org.za Contact: Chantelle Kisoon E-mail: ckisoon@sahrc.org.za
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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/designated person: _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person requesting access to the record must be given below.
- (b) The address and/or fax number in the Republic, to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone 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 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 piece of paper and attach it to this form. The requester should sign all additional pages.

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____



E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will only be processed after a request fee has been paid.
- (b) You will be notified of the amount payable as the request fee.
- (c) The fee payable for access to a record is based on the format in which the record is required, and the time required to search for and prepare the record.
- (d) If you qualify for exemption from the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: _____

F. Format of record

If you are prevented by a disability from reading, viewing or listening to the record in the forms of access outlined in points 1 to 4 below, state your disability and indicate the format in which the record is required.

Disability: _____ Format in which record is required: _____

Mark the appropriate box below with an X.

NOTES:

- (a) Altrisk’s ability to provide the record in the requested format is dependent on the format in which the record is available.
- (b) Should the requested format be unavailable, you will be informed of the availability of another format.
- (c) The fee payable for access to the record, if any, will be determined partly by the format in which access is requested.

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

	Copy of record		Inspection of record
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2. If the 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
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3. If the record consists of recorded words or information which can be reproduced in sound:

	Listen to the soundtrack		Transcription of soundtrack (written or printed document)
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4. If the record is held on a computer or in an electronic or machine-readable form:

	Printed copy of record		Printed copy of information derived from the record		Copy in digital form	
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	NO

G. Particulars of right to be exercised or protected

If the space provided is insufficient, please continue on a separate piece of paper and attach it to this form. The requester must sign all additional pages.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the specified right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved or denied. Please specify if you wish to be informed in another 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 _____ day of _____ 20_____.

Signature of requester

On whose behalf request is made



Annexure B

Access Fee

The fee payable by the requester, unless the request is for personal information R50.00

Reproduction Fees

Black and white photocopied or printed page (per single A4 side or part thereof) R1.10

Compact disc with requested information records R5.00

Transcription of an audio or visual record (per single A4 side) R1.10

Search for and preparation of information for disclosure in the required format (per hour or part thereof) R50.00

Other

Postage, courier, delivery costs and any other incidental cost Actual cost incurred

If the time for search and preparation of the record is expected to exceed 6 hours, the payment of a deposit of one third of the expected cost is required before the search or preparation is started.