

**PROMOTION OF ACCESS TO INFORMATION ACT
(ACT 2 OF 2000)**

**SECTION 51 MANUAL
FOR GROUPS ARE US (PTY) LTD, T/A GROUPS R US FSP 45735**

FSP NAME	Groups Are Us (Pty) Ltd
FSP NUMBER	45735
FSP ENTITY	Credit Life And Funeral Cover Insurance
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POLICY DATE	April 2024
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Policy Revision & Authorisation			
Name	Designation	Approval Date	Approval Signature
Julian Heim	Director	APRIL 2024	
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André van Tonder	Director	APRIL 2024	

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1) INTRODUCTION

This entity Groups Are Us (PTY) LTD, T/A Groups R Us is an authorised financial services provider that provides financial advice and renders intermediary services to clients on financial products under a license issued in terms of the Financial Advisory and Intermediary Services Act, Act 37 of 2002.

a) Processing of Personal Information in terms of the Protection of Personal Information Act

i) Purpose of Processing Personal Information

Groups Are Us (Pty) Ltd processes personal information on behalf of clients. The integrity and confidentiality of personal information processed by Groups Are Us (Pty) Ltd, on behalf of clients, is a high priority.

Groups Are Us (Pty) Ltd needs to process certain specific information on behalf of clients and employees for the following purposes:

- To pay staff and keep internal records
- To communicate information relevant to clients
- To comply with legal obligations which requires the record keeping of certain information.

ii) Description of the categories of Data Subjects and of the information or categories of information relating thereto:

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details, telecommunications data, email address, contract data, payment data,
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

iii) The recipients or categories of recipients to whom the personal information may be supplied

The list below indicates categories of personal information and the categories of recipients to whom such personal information may be supplied. However, the list below is not a closed list. Groups Are Us (Pty) Ltd has the right to process and supply third parties with personal information when there is a justifiable reason and legal justification for the supply of such information in terms of the Protection of Personal Information Act.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

iv) General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Groups Are Us (Pty) Ltd ensures security measures appropriate to the risk level presented by the personal information that it processes and stores on its systems. Groups Are Us (Pty) Ltd has implemented alarm systems, key management measures, CCTV cameras at point of entry and security locks. The building premises has access to 24 hour security surveillance. These measures are in place to protect physical data and information held at Groups Are Us (Pty) Ltd offices.

Groups Are Us (Pty) Ltd limits the access to personal information only to the minimum number of employees necessary to process the information in question. Groups Are Us (Pty) Ltd does this by the assignment of user rights, assignment of passwords and password management system and the use of intrusion-prevention-systems for online data.

Groups Are Us (Pty) Ltd also makes use of access control measures and transfer control measures to control the processing of information in the normal course of business.

v) The section 10 Guide on how to use the Act

This guide is available in hard copy from the South African Human Rights Commission or can be accessed on their website. The details are as follows:

Postal address	The South African Human Rights Commission – PAIA Unit The Research and Documentation Department Private Bag 2700 Houghton 2041
Telephone number	011 877 3600
Fax number	011 403 0625
E-mail address	paia@sahrc.org.za lidlamini@sahrc.org.za
Website	www.sahrc.org.za

vi) Records available in terms of any other legislation:

Basic Conditions of Employment Act No. 75 of 1997
Collective Investments Schemes Control Act No. 45 of 2002
Companies Act No. 71 of 2008
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Consumer Protection Act No. 68 of 2008
Employment Equity Act No.55 of 1998
Financial Advisory and Intermediary Services Act No. 37 of 2002
Financial Intelligence Centre Act No. 1 of 2017
Financial Institutions (Protection of Funds) Act No. 28 of 2001
Financial Services Board Act No. 97 of 1990
Financial Services Ombud Schemes Act No. 37 of 2004
Friendly Societies Act No. 25 of 1956
Income Tax Act No. 58 of 1962

Insurance Laws Amendment Act No. 27 of 2008
Labour Relations Act No. 66 of 1995
Long-term Insurance Act No. 52 of 1998
Medical Schemes Act No. 131 of 1998
Occupational Health and Safety Act No. 85 of 1993
Pension Funds Act No. 24 of 1956
Prevention of Organised Crime Act No. 121 of 1998
Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004
Security Services Act No. 36 of 2004
Short Term Insurance Act No. 53 of 1998
Skills Development Act No.97 of 1998
Skills Development Act No.97 of 1998
Unemployment Contributions Act No. 4 of 2002
Unemployment Insurance Act No. 63 of 2001
Value Added Tax Act No. 89 of 1991

vii) Access to the records held by the private body

- The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of section 52 (2) of this Act, and at no cost:

Brochures; Pamphlets; Documents related to business activities
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- Records which may be requested in terms of this Act:

<p>Administration:</p> <ul style="list-style-type: none"> ○ License of product categories ○ Minutes of management meetings ○ Minutes of staff meetings ○ Correspondence
<p>Human resources:</p> <ul style="list-style-type: none"> ○ Employment contracts ○ Mandates ○ Policies and procedures ○ Training ○ Remuneration and benefits policies, and records thereof

Operations:

- Production records
- Compliance manual – FAIS
- Compliance reports
- Complaints procedures
- Contractual agreements with suppliers
- Procedures manual - FICA
- Records of advice
- Register of key individuals
- Register of representatives
- Register of non-compliance
- Record of continued compliance by representatives
- Register of premature cancellation of products
- Clients register

Finances:

- Accounting and audit records
- Financial statements
- Assets inventory

2) REQUEST PROCEDURES:

Form of request: (ANNEXURE A)

a) Form of request – Annexure A:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester 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.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

b) Fees payable for request – Annexure B:

- 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:
- 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.
- 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.
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- 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.

3) OTHER INFORMATION AS MAY BE PRESCRIBED

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

4) AVAILABILITY OF THE PAIA MANUAL

The manual is available for inspection at the offices of the relevant private body free of charge.

Copies are also available with the SAHRC and on the private body's website (if any).

5) ANNEXURE A - Request For Access to Record of Groups Are Us (PTY) LTD,T/A Groups R Us

a) Particulars of person requesting access to the record

<p>Instructions:</p> <ul style="list-style-type: none"> ○ 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 given. ○ Proof of the capacity in which the request is made, if applicable, must be attached. 	
Full name 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	

b) Particulars of person on whose behalf request is made

<p>Instructions:</p> <p>This section must be completed ONLY if a request for information is made on behalf of another person.</p>	
Full name and surname	
Identity number	

c) Particulars of record

<p>Instructions:</p> <ul style="list-style-type: none"> ○ 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	

f) Particulars of right to be exercised or protected

Instructions: <ul style="list-style-type: none">○ 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	

g) 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 _____ on this _____ day of _____ 20 _____

Full Name of Requester
Person on whose behalf the request is made.

Signature of Requester
Person on whose behalf the request is made.

6) ANNEXURE B – Fees in respect of private bodies

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.10 for every photocopy of an A4-size page or part thereof.	
<p>2. The fees for reproduction referred to in regulation 11(1) are as follows:</p> <ul style="list-style-type: none"> a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: <ul style="list-style-type: none"> i. Stiffy disc ii. Compact disc d. For a transcription of visual images: <ul style="list-style-type: none"> i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: <ul style="list-style-type: none"> i. A4 size page or part thereof ii. A copy of an audio record 	<p>R0.00</p> <p>1.10</p> <p>0.75</p> <p>7.50</p> <p>70.00</p> <p>40.00</p> <p>60.00</p> <p>20.00</p> <p>30.00</p>
3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.	
<p>4. The access fees payable by a requester referred to in regulation 11(3) are as follows:</p> <ul style="list-style-type: none"> a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: <ul style="list-style-type: none"> i. Stiffy disc ii. Compact disc d. For a transcription of visual images: <ul style="list-style-type: none"> iii. A4 size page or part thereof iv. A copy of visual images e. For a transcription of an audio record: <ul style="list-style-type: none"> v. A4 size page or part thereof vi. A copy of an audio record <p>For purposes of section 54(2) of the Act, the following applies:</p> <ul style="list-style-type: none"> (a) Six hours as the hours to be exceeded before a deposit is payable; and (b) One third of the access fee is payable as a deposit by the requester. 	<p>R0.00</p> <p>1.10</p> <p>0.75</p> <p>7.50</p> <p>70.00</p> <p>40.00</p> <p>60.00</p> <p>20.00</p> <p>30.00</p>
The actual postage is payable when a copy of a record must be posted to a requester.	

7) ANNEXURE C: DOCUMENT VERSION

Doc version and change tracking:

- Must be completed by last author/reviewer of document.

Seq No:	Date of review	Version Reviewed	New Version	Short note of critical changes	Author/Reviewer Name
1	2021	Non existent	V 1.0	Base Policy to Ensure operational ability.	Andre van Tonder
2	2022	V 1.0	V 2.0	Optimisation of Version 1.0	Andre van Tonder
3	2023	V 2.0	V 3.0	Optimisation of Version 2.0 (Added version and Index Standards)	Andre van Tonder
4	2024	V 3.0	V 4.0	Optimisation of Version 3.0	Department Head/name
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