

THIS MANUAL HAS BEEN PREPARED IN TERMS OF SECTION 51 OF THE  
PROMOTION OF  
ACCESS TO INFORMATION ACT 2 OF 2000

## CONTACT INFORMATION

**NAME:** SBV SERVICES (PTY) LTD  
**CEO:** MARK BARRETT  
**POSTAL ADDRESS:** PN SUITE 48, PRIVATE BAG X1, MELROSE ARCH 2076  
**STREET ADDRESS:** SBV HOUSE, CNR 11TH AVENUE & 8TH STREET, HOUGHTON, JHB  
**PHONE NUMBER** +27 011 283 2000  
**FAX NUMBER** +27 011 283 2201  
**EMAIL:** [supportoffice@sbv.co.za](mailto:supportoffice@sbv.co.za)  
**INFORMATION OFFICER:** IAN KELLER, HEAD IT SECURITY AND DATA PRIVACY  
**WEBSITE:** [www.sbv.co.za](http://www.sbv.co.za)

## GUIDE ON HOW TO USE THE ACT

Should you wish to obtain a copy of the Act, please advise the Information Officer.

### 1. INTERPRETATION

In this Manual, the following words and expressions have the following meanings:

"Act"	the Promotion of Access to Information Act, No 2 of 2000 together with all relevant regulations;
"Information Officer"	the person duly authorised and appointed by SBV in <b>terms of Page one (1) of this Manual</b> to facilitate or assist with any request made in terms of this Act;
"Manual"	this manual together with all annexures thereto;
"SAHRC"	the South African Human Rights Commission;

### 2. INTRODUCTION

- 2.1 The Act gives effect to the constitutional right of access to any information that is held by another person and that is required for the exercise or the protection of any rights.
- 2.2 This Manual is drafted to assist potential requesters with making an application for access to information or documents held by SBV.
- 2.3 This Manual may be amended and updated from time to time and as soon as any amendments have been finalised, the latest version will be made public.
- 2.4 This Manual will enable a requester to view the categories of information or documents in SBV's possession and to follow the correct procedure when requiring access to such information or Documents.

2.5 A requester must contact the Information Officer should s/he require any assistance in respect of the use of this Manual, and/or when requesting documents or information in terms of this Manual.

2.6 This Manual does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise themselves with the provisions of the Act before lodging any request with SBV.

### **3. SAHRC GUIDE**

3.1 A guide has been compiled by the South African Human Rights Commission (SAHRC), in accordance with section 10 of the Act, which contains information as may be reasonably required by a person who wishes to exercise any right contemplated in the Act.

3.2 This guide is available from the SAHRC, the SAHRC may be contacted at:

The South African Human Rights Commission: PAIA Unit  
The Research and Documentation Department  
Postal Address: Private Bag 2700, Houghton, 2041  
Telephone: +27 11 484 8300  
Fax: +27 484 0582  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Email: [paia@shrc.org.za](mailto:paia@shrc.org.za)

### **4. AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available on SBV's website or by sending a request for a copy to the Information Officer by email. The Manual may also be inspected at the address set out below. In addition, this manual can be accessed through the SAHRC at its address set out above. This Manual will be updated from time to time, as and when required.

### **5. RECORDS AVAILABLE**

Records that are kept as required by:

- Administration of Estates Act, No. 66 of 1965
- Basic Conditions of Employment No. 75 of 1997
- Currency and Exchanges Act No. 9 of 1933
- Debtor Collectors Act No. 114 of 1998
- Arbitration Act No. 42 of 1965
- Closed Corporations Act No. 69 of 1984
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988
- Copyright Act No. 98 of 1978
- Credit Agreements Act No. 75 of 1980
- Employment Equity Act No. 55 of 1998
- Finance Act No. 35 of 2000
- Financial Services Board Act No. 97 of 1990
- Financial Relations Act No. 65 of 1976
- Harmful Business Practices Act No. 23 of 1999
- Income Tax Act No. 95 of 1967 Insolvency Act No. 24 of 1936
- Insurance Act No 27 of 1943
- Intellectual Property Laws Amendments Act No. 38 of 1997
- Labour Relations Act No. 66 of 1995
- Long Term Insurance Act No. 52 of 1998
- Medical Schemes Act No. 131 of 1998

- Occupational Health & Safety Act No. 85 of 1993
- Protection of Personal Information Act No. 37067 of 2013
- Pension Funds Act No. 24 of 1956 Post Office Act No. 44 of 1958
- Regional Services Councils Act No. 109 of 1985
- SA Reserve Bank Act No. 90 of 1989
- Short Term Insurance Act No. 53 of 1998
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Stamp Duties Act No. 77 of 1968
- Stock Exchange Control Act No. 1 of 1985
- Tax on Retirement Funds Act No. 38 of 1996
- Trade Marks Act No. 194 of 1993 Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Usury Act No 73 of 1968
- Value Added Tax Act No. 89 of 1991.

## **6. RECORDS HELD IN TERMS OF SECTION 51(1)(E) OF THE ACT (INTERNAL INFORMATION/RECORDS)**

We maintain records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act. Please note further that many of the records held by SBV are those of third parties, such as customers and employees and we take the protection of third party confidential information very seriously. Please ensure that requests for such records are carefully motivated to avoid rejection.

### **6.1 INTERNAL RECORDS**

The following are records pertaining to the SBV own affairs and those of its constituent companies:

- Memorandum and Articles of Association;
- Financial records;
- Operational records;
- Intellectual property;
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Minutes of meetings;
- Charters, codes of conduct and policies (both internal and external) to which SBV subscribes; and
- Records held by officials of the SBV.

### **6.2 PERSONNEL RECORDS**

Personnel refers to any person who works for or provides services to or on behalf of the SBV and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of SBV. This includes, without limitation,

- Directors, executives, non-executives;
- All permanent, temporary and part-time staff as well as contract workers;
- Records include the following: Any personal records provided to us by our personnel; Any records a third party has provided to us about any of their personnel; Conditions of employment and other personnel-related contractual

and quasi-legal records; Employment policies and procedures; Internal evaluation records; and other internal records and correspondence.

### **6.3 CUSTOMER RELATED RECORDS**

Customer-related information includes the following:

- Contracts with the customer and between the customer and other persons; Any records a customer has provided to SBV or a third party or on behalf of SBV (including, specification, approvals, licences, reports, intellectual property and the like).
- Contracts with the customer and between the customer and other persons;
- Any records a customer has provided to SBV or a third party acting for or on behalf of SBV (including specifications, approvals, licences, reports, intellectual property rights and the like);
- Any credit records or other research conducted by the SBV in respect of its customers or research derived by SBV from its customers and their activities.
- Records, reports, designs and the like generated by the SBV for its customers;
- Any records a third party has provided to the SBV either directly or indirectly; and
- Records generated by or within SBV pertaining to the customer, including transactional records.

## **7. HOW TO REQUEST RECORDS HELD BY SBV**

The prescribed form attached hereto as “**A**” must be used to make the request for access to a record.

7.1 A request must be made to the Information Officer in accordance with the information provided in **Annexure A**.

7.2 Sufficient detail of the request made must be provided on the request form to enable the Information Officer to clearly identify the records as well the requester’s specific identity, and positive proof of identification must be provided by the requester.

7.3 A requester must indicate which form of access is required.

7.4 A requester must indicate necessary particulars of information or documents so required.

7.5 A requester must identify the right that they are seeking to protect or that they wish to exercise and they must provide an explanation as to why the requested record is required for the protection or exercise of that right.

7.6 If a requester is making a request on behalf of another person, they must submit proof, to the satisfaction of the Information Officer of their authority to Information is available on request from the Information Officer.

## **8. INFORMATION COSTS**

Information is available on request from the Information Officer.

## **9. GROUNDS FOR REFUSAL**

In terms of the Act, there are certain grounds upon which SBV may refuse to grant a requester access to its records as certain categories of information may be subject to

protection in the interests of privacy. Such records which may be protected would include but would not be limited to:

- 9.1 records which contain private information of a third party who is a natural person;
- 9.2 records which contain commercial information of a third party;
- 9.3 records which contain confidential information of a third party, the disclosure of which could be reasonable expected to put that third party at a disadvantage in contractual or other negotiations or to prejudice that party in commercial competition;
- 9.4 records which contain information that if disclosed could endanger the safety of an individual or if such information could impair a party's protection of their property;
- 9.5 records which contain commercial information relating to the private body in question which would include information regarding trade secrets, financial, commercial or technical information, the disclosure of which would cause harm to the commercial or financial interests of the of the body.
- 9.6 records which contain information relating to the research of information of a third party or of the private body in question.



---

**Mark Barrett**  
**Group Chief Executive Officer**

**ANNEXURE A**  
**REQUEST FOR ACCESS TO RECORDS OF ADT**

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

**A. Particulars of SBV**

The Head:

**B. Particulars of requester**

*(a) The particulars of the person who requests access to the record 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:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another