



INFORMATION MANUAL

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

This document serves as the information manual as required by Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 (the "Act") for a private body. It provides information on the records held and the process that is to be followed to request access to such records.

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Index

1	LIST OF ACRONYMS AND ABBREVIATIONS.....	3
2	PURPOSE OF PAIA MANUAL	4
3	SCOPE	5
4	CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER AND THE INFORMATION OFFICER.....	6
5	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	7
6	RECORDS AUTOMATICALLY CREATED	8
7	RECORDS MADE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION	8
8	SUBJECTS AND CATEGORIES OF RECORDS	10
9	GROUND FOR REFUSAL OF ACCESS TO RECORDS.....	12
10	APPROVAL OF INFORMATION MANUAL.....	13

1 LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** Chief Executive Officer;
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“IO”** Information Officer;
- 1.4 **“Minister”** Minister of Justice and Correctional Services;
- 1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000(as Amended;
- 1.6 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.7 **“Regulator”** Information Regulator; and
- 1.8 **“Republic”** Republic of South Africa.

2 PURPOSE OF PAIA MANUAL

- 2.1 This PAIA Manual is useful for the public to-
- 2.2 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.3 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.4 know the description of the records of the body which are available in accordance with any other legislation;
- 2.5 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.6 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.9 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.10 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.11 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 SCOPE

- 3.1 BuddyCentral is a holding company established in accordance with the laws of South Africa with registration number 2015/137723/07. This Information Manual is relevant and has application to the subsidiaries as set out in the list below.
- 3.2 In this Information Manual, any reference to 'BuddyCentral' includes any of the entities as listed below, companies established in accordance with the law of South Africa:

COMPANY	FSP LICENSE NUMBER	REGISTRATION NUMBER
Riverport Insurance Brokers (Pty) Ltd	FSP37608	2004/020690/07
Faredrive (Pty) Ltd		2018/263177/07
True Oak Investments (Pty) Ltd		2021/510363/07

4 Contact details the information officer

Information Officer: Ms Julicha Thelander

Physical Address: 4th floor, CRF Building, 4 Bridal Close, Tyger Falls, Bellville, 7530

Telephone Number: 021 492 4824

E-mail Address: legal@riverport.co.za

Contact details of Head Office:

Postal Address: PO Box 5050, Tyger Valley, 7536

Physical Address: 4th floor, CRF Building, 4 Bridal Close, Tyger Falls, Bellville, 7530

Telephone Number: 021 492 4824

E-mail: info@riverport.co.za

Website: www.riverport.co.za

5 GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of-
 - 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA;
 - 5.3.3 the manner and form of a request for-
 - 5.3.3.1 access to a record of a public body contemplated in section 11; and
 - 5.3.3.2 access to a record of a private body contemplated in section 50;
 - 5.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1 an internal appeal;
 - 5.3.6.2 a complaint to the Regulator; and
 - 5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 5.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 5.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 5.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 5.3.10 the regulations made in terms of section 92.
- 5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5.6 A copy of the Guide is also available in the following official language, for public inspection during normal office hours-

5.6.1 English.

6 Records automatically created

A section 52(2) notice regarding categories of records, which are available without a person having to request access in terms of the Act, has to date not been published.

7 Records made available in accordance with other Legislation

Records are held in accordance with the following legislation and any amendments thereto-

LEGISLATION (List not exhaustive)	LEGISLATION (List not exhaustive)
Administration of Estates Act	Arbitration Act
Auditing Professions Act	Broad Based Black Economic Empowerment Act
Closed Corporations Act	Basic Conditions of Employment Act
Companies Act	Collective Investments Schemes Control Act
Competition Act	Compensation of Occupational Injuries & Diseases Act
Consumer Protection Act	Constitution of the Republic of South Africa
Copyright Act	Customs and Excise Act
Electronic Communications and Transactions Act	Employment Equity Act
Financial Advisory & Intermediary Services Act	Financial Institutions (Protection of Funds) Act
Financial Intelligence Centre Act	Financial Sector Code
Financial Services Ombud Schemes Act	Financial Services Board Act
Income Tax Act	Inspection of Financial Institutions Act
Insolvency Act	King Report on Governance for South Africa and the King Code (King III)
Labour Relations Act	Long-term Insurance Act
Medical Schemes Act	National Credit Act
Occupational Health & Safety Act	Patents Act
Pension Funds Act	Prevention of Organised Crime Act
Prevention and Combatting of Corrupt Activities Act	Promotion of Access to Information Act
Promotion of Equality and Prevention of Unfair Discrimination Act	Protection of Constitutional Democracy against Terrorist and related activities Act
Protection of Personal Information Act	Short-term Insurance Act

Skills Development Act	Trademarks Act
Unemployment Insurance Act	Value Added Tax Act
Communications and Provision of Communication-related Activities Act	Unemployment Insurance Fund

8 Subjects and categories of Records

8.1 The following categories of records and related subjects are held (list not exhaustive)-

CATEGORY	RECORD	AVAILABILITY
Administrative & Regulatory	Licenses	Freely Available
	Complaints Policy	Freely Available
	Health & Safety Plan	PAIA Request
	Memorandum of Incorporation	PAIA Request
	Minutes of Board Meetings	PAIA Request
	Register of Board of Directors	PAIA Request
	Insurance Policies held by organisation	PAIA Request
	Licenses	Freely Available
Human Resources	Employment Contracts	PAIA Request
	Personal Information of Employees	PAIA Request
	Employment Equity Plan	PAIA Request
	Disciplinary Records	PAIA Request
	Performance Management Reports	PAIA Request
	Salary Records	PAIA Request
	Seta Records	PAIA Request
	Disciplinary Code	PAIA Request
	Leave Records	PAIA Request
	Training Records	PAIA Request
	Training material	PAIA Request
Financial	Financial Statements	PAIA Request
	Financial and Tax Records	PAIA Request

	Asset Register	PAIA Request
	Management Accounts and Reports	PAIA Request
	Vouchers, Cash Books, Ledgers	PAIA Request
	Banking records and Statements	PAIA Request
	Electronic Banking Records	PAIA Request
Marketing	Market Information	PAIA Request
	Product Brochures	PAIA Request
	Advertisements	PAIA Request
	Performance Records	PAIA Request
	Product /Service Sales Records	PAIA Request
	Marketing Strategies	PAIA Request
Client / Customer	Database	PAIA Request
	Agreements	PAIA Request
	Files	PAIA Request
	Instructions	PAIA Request
	Correspondence	PAIA Request
Third Party	Rental Agreements	PAIA Request
	Non-disclosure Agreements	PAIA Request
	Letters of Intent	PAIA Request
	Supplier Contracts	PAIA Request
	Broker Agreements	PAIA Request

9 Grounds for Refusal of Access to Records

Chapter 4 of the Act

- 9.1 The main grounds for refusal of a request for access to records are-
 - 9.1.1 Mandatory protection of the privacy of a third party who is a natural person if its disclosure would involve the unreasonable disclosure of personal information;
 - 9.1.2 Mandatory protection of the commercial information of a third party if its disclosure contains trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party or information disclosed in confidence by a third party if the disclosure thereof could reasonably put that third party at a disadvantage in contractual negotiations or in commercial competition;
 - 9.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - 9.1.4 Mandatory protection of the safety of individuals and the protection of property;
 - 9.1.5 Mandatory protection of records which could be regarded as privileged in legal proceedings;
 - 9.1.6 The commercial information of BuddyCentral which may include trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of BuddyCentral, or information, the disclosure thereof could reasonably put BuddyCentral at a disadvantage in contractual negotiations or in commercial competition; and
 - 9.1.7 Mandatory protection of research information of a third party or BuddyCentral.

10 Approval of Information Manual

This information manual has been prepared in accordance with Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 and is hereby approved.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

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Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>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.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
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:	

FEES	
a)	<i>A request fee must be paid before the request will be 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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

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:

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

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

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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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