

PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF COMPILATION: 01/10/2023

DATE OF REVISION: 01/10/2023

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;
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 2.1 check the categories of records held by CDP Brokers which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of CDP Brokers, by providing a description of the subjects on which CDP Brokers holds records and the categories of records held on each subject;
- 2.3 know the description of the records of CDP Brokers which are available in accordance with any other legislation;
- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if CDP Brokers 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

- 2.9 know if CDP Brokers 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
- 2.10 know whether CDP Brokers has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF CDP BROKERS

3.1. Information Officer

Name:	Mr. CD Potgieter
Tel:	010 021 0888
Email:	info@cdpbrokers.co.za
Fax number:	086 671 4486

3.2. Deputy Information Officer

Name:	Ms. M Deysel
Tel:	010 021 0888
Email:	info@cdpbrokers.co.za
Fax number:	086 671 4486

3.3 Access to information general contacts

Email: info@cdpbrokers.co.za

3.4 Head Office

Postal Address: P.O. Box 14317, Farrarmere, 1518

Physical Address: 78 Wordsworth Street, Farrarmere, Benoni, 1501

Telephone: 010 021 0888

Email: info@cdpbrokers.co.za

Website: www.cdpbrokers.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 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.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of-

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 the manner and form of a request for-

4.3.3.1 access to a record of a public body contemplated in section 11; and

4.3.3.2 access to a record of a private body contemplated in section 50;

4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 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-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. 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;

4.3.7. 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;

4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92.

4.4 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.

4.5 The Guide can also be obtained-

4.5.1 upon request to the Information Officer;

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

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

4.6.1 English

4.6.2 Afrikaans

5. CATEGORIES OF RECORDS OF CDP BROKERS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on website	Available upon request
Public Affairs	<ul style="list-style-type: none">• Public Product Information• Media releases• Privacy Policy• Conflict of Interest Policy• Checklist of Key Information	X	
Financial	<ul style="list-style-type: none">• Financial statements• Tax records• Asset Register• Management Accounts• Product Sales records• Customer database		X

6. DESCRIPTION OF THE RECORDS OF CDP BROKERS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of records	Applicable legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Disclosure document, Authorisation letter	Financial Advisory and Intermediary Services Act 37 of 2002
Employee records	Employment Equity Act 55 of 1998 Labour Relations Act 66 of 1995 Unemployment Insurance Act 30 of 1996
Tax records	Income Tax Act 95 of 1967

	Value added Tax Act 89 of 1991
Customer Records	Protection of Personal Information Act 4 of 2013

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY CDP BROKERS

NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records
Operational Policies or Plans or Procedures or Frameworks	Suppliers, Risk Management, Audit, IT, Finance Management, Human Resources, Marketing and Branding Records Management.
Corporate Governance	<ul style="list-style-type: none"> - Organisational and Business Plans; - Policies and Procedures; - Occupational Health and Safety Plan; - Evacuation procedures.
Information Technology	<ul style="list-style-type: none"> - System Event Logs; - System Performance Logs; - Systems Maintenance Check lists; - Monthly Operations Reports; - Service Level Agreements; - ICT Policies and Procedure Manuals

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

CDP Brokers collects and process personal information to:

- provide an intermediary service as it relates to long-term- and short-term insurance products, to customers,
- manage employees and suppliers,
- to help us improve our offerings, and
- for legal and legislative requirements.

8.2 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, insured item details, bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	Name, identity Number, address, qualifications, gender and race employment status and bank details

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

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
Insured items details Beneficiary details Bank details Identity Numbers, address details and previous policy details	Product Providers

8.4 Planned transborder flows of personal information

Some personal information may be stored in the cloud outside the Republic. These cloud services are used for back-up and record-keeping purposes and we only use providers who have data and privacy protection systems, processes and laws to protect data subjects.

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

Security safeguards are implemented to ensure the confidentiality and integrity of the personal information under the care of CDP Brokers. This includes, but is not limited to Data Encryption; Anti-virus and Anti-malware Solutions, password protection services etc.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available on our website (www.cdpbrokers.co.za) or by requesting it via email (info@cdpbrokers.co.za);

9.1.2 the office of CDP Brokers for public inspection during normal business hours;

9.1.3 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The Information Officer of CDP Brokers will on a regular basis update this manual.

Issued by



Charl Potgieter

Information Officer