

INFORMATION MANUAL FOR NOVARTI INSURANCE  
BROKERS  
in terms of  
THE PROMOTION OF ACCESS TO INFORMATION ACT

## CONTENTS

### Pages

|   |   |
|---|---|
| 1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION      | 2 |
| 2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT         | 2 |
| 3. TYPES OF RECORDS HELD BY NOVARTI INSURANCE BROKERS | 3 |
| 4. THE REQUEST PROCEDURE                              | 4 |
| 5. AVAILABILITY OF THE MANUAL                         | 4 |

## 1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

### Contact details

Any person who wishes to request any information from Novarti Insurance Brokers in order to protect or exercise a right may contact the Information Officer at the following contact details:

| Postal address      | Physical address    | Contact Details |  |
|---------------------|---------------------|-----------------|--|
| Cape Connection     | Cape Connection     | Tel no:         | 012 111 1971   |
| 59 Garsfontein Road | 59 Garsfontein Road | Fax no:         | (011) 475 3011   |
| Pretoria            | Pretoria            | E-mail:         | <a href="mailto:enquiries@novarti.co.za">enquiries@novarti.co.za</a> |
| 0161                | 0161                | Website:        | <a href="http://www.novarti.co.za">www.novarti.co.za</a>             |

### Prescribed Access Form

A request for access to a record of Novarti Insurance Brokers must be made in the prescribed form to Novarti Insurance Broker at the address, fax, or e-mail address provided above. See Annexure A for the prescribed form.

Requesters must:

- a) provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is;
- b) indicate which form of access is required;
- c) specify a postal address or fax number of the requester in RSA;
- d) identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- e) where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and
- f) if the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officer's satisfaction.

## 2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge 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 3694  
Fax: +27 11 403 0668  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Contact: Nokwanda Molefe  
E-mail: [nmolefe@sahrc.org.za](mailto:nmolefe@sahrc.org.za)

### 3. TYPES OF RECORDS HELD BY NOVARTI INSURANCE BROKERS

Requests for access to documents held by Novarti Insurance Brokers will be in accordance with the Act. The following records are available to the requester from Novarti Insurance Brokers office:

#### Human Resources records

These include, but are not limited to the following:

- a) any personal records provided to Novarti Insurance Brokers by their personnel;
- b) any records a third party has provided to Novarti Insurance Brokers about any of their personnel;
- c) Conditions of Employment and other personnel-related contractual and quasi-legal records;
- d) internal evaluation records; and
- e) other internal records and correspondence.

#### Customer-related records

A customer includes any natural or juristic entity who receives services Novarti Insurance Brokers

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

- a) any records a customer has provided to a third party acting for or on behalf of Novarti Insurance Brokers;
- b) any records a third party has provided to Novarti Insurance Brokers; and
- c) records generated by or within Novarti Insurance Brokers pertaining to the customer, including transactional records.

#### Financial, IT and Operational records

These include, but is not limited to the following:

- a) financial records;
- b) operational records;
- c) databases;
- d) information technology;
- e) marketing records;
- f) internal correspondence;
- g) product records;
- h) statutory records;
- i) internal policies and procedures;
- j) treasury-related records;
- k) securities and equities; and
- l) records held by officials of Novarti Insurance Brokers.

#### Other Parties

Novarti Insurance Brokers may possess records pertaining to other parties. These include, but are not limited to contractors, suppliers, subsidiary/holding companies, joint venture companies and service providers.

Alternatively, such other parties may possess records which can be said to belong to Novarti Insurance Brokers. The following records fall under this category:

- a) personnel, customer or Novarti Insurance Brokers records which are held by another party as opposed to being held by Novarti Insurance Brokers; and
- b) records held by Novarti Insurance Brokers pertaining to other parties, including but not limited to financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

## **Records available in terms of other legislation**

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

- a) Basic Conditions of Employment Act;
- b) Companies Act;
- c) Compensation for Occupational Injuries & Diseases Act;
- d) Employment Equity Act;
- e) National Credit Act;
- f) Pension Funds Act;
- g) Financial Services Board Act;
- h) Income Tax Act;
- i) Labour Relations Act;
- j) Unemployment Insurance Act;
- k) Long Term Insurance Act;
- l) Occupational Health and Safety Act;
- m) Promotion of Equality and Prevention of Unfair Discrimination Act;
- n) Electronic Communications and Transactions Act;
- o) Short Term Insurance Act;
- p) Skills Development Act;
- q) Skills Development Levies Act;
- r) South African Qualifications Authority Act;
- s) VAT Act;
- t) Financial Intelligence Centre Act;
- u) Financial Advisory and Intermediary Services Act; and
- v) Protection of Constitutional Democracy Against Terrorist and related Activities Act.

## **4. THE REQUEST PROCEDURE**

- The requester must complete the prescribed form to request for access to a record to the above Company address, fax number or e-mail address, for the attention of the Information Officer.
- The Information Officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- A requester seeking access to a record containing their own personal information will not be charged a request fee.
- The fee that the requester must pay to PWV Insurance Brokers North is R50 (fifty rand). The requester may lodge an application to the court against the tender or payment of the fee.
- If the request is granted, the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.

## **5. AVAILABILITY OF THE MANUAL**

The manual is also available for inspection at Novarti Insurance Brokers office, free of charge, on the Company website and copies are available at the South African Human Rights Commission.