



# Access to Information Manual

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

## Life

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## 1. Functions

OUTsurance Life Insurance Company Limited, Registration number 2007/035347/06 is a Licensed Life insurer and financial services provider, a member of the OUTsurance Group, a leading South African financial services group.

## 2. Purpose

**The purpose of the company is:** To carry on all types of insurance, assurance, underwriting and any other intermediary services in accordance with the Insurance and FAIS Acts.

## 3. Business and Management Structure

OUTsurance conducts its business from a centralised Office situated in Centurion, Gauteng.

### 3.1. Board of Directors

HL Bosman (Chairman), K Pillay (Lead Independent), Independent: AW Hedding, B Hanise, ET Moabi, GL Marx, JA Teeger, JE van Heerden, JP Burger, MM Mahlare, M Morobe, RSM Ndlovu, SV Naidoo, Non-executive: A Kekana, JJ Durand, Executive: MC Visser (Group CEO), DH Matthee (CEO), Alternates: F Knoetze, UH Lucht

### 3.2. Executive Committee

Jan Hofmeyr, Lynette Bisschoff, Suren Naidoo, Keneiloe Selamolela, Wilbur Smith, Natasha Kawulesar, Micky Maharaj, Riyaad Loonat, Danie Matthee (Chief Executive Officer).

## 4. Contact Details

<b>Information Officer:</b>	<b>Mrs Natasha Kawulesar</b>
Phone:	+ 27 (0) 12 675 4607
E-mail:	informationofficer@out.co.za
Postal Address:	P.O. Box 8443 Centurion 0046
Physical Address:	1241 Embankment Road Centurion 0157

## 5. Voluntary disclosure

OUTsurance has opted not to compile a notice in terms of section 52 of the Act.

## 6. Information Requests

In terms of Chapter 1, Section 50 of the Act, any person may request access to information from OUTsurance provided that:

1. The record is required for the exercise or protection of any rights;
2. The requester complies with the procedural requirements as defined in the act for a request to access a record;
3. Access to a record is not refused on any ground for refusal as contemplated in the Act.

In terms of Section 23 of the Protection of Personal Information Act (POPIA) a data subject has the right, having provided adequate proof of identity, to:

1. Request to confirm, free of charge, whether or not OUTsurance holds personal information about the data subject; and
2. Request the record or a description of the personal information held by OUTsurance, including information about the identity of all third parties, or categories of third parties, who have, or have had access to the information –
  - a) Within a reasonable time;
  - b) at a prescribed fee;
  - c) in a reasonable manner and format; and
  - d) in a form that is generally understandable.

## 7. Access Form

OUTsurance will entertain a request for access to a record as defined in terms of Chapter 3, Section 53 of the Act provided that, the request is received on the prescribed form and addressed to the contact person as set out in **paragraph 4** above. A form for use is added to this manual.

## 8. Access Fees

In terms of Chapter 3, Section 54 of the Act, unless it is a **\*personal request**, a request fee will be levied as prescribed before any further processing is made.

*\*A personal request means a requester seeking access to a record containing personal information that concerns them.*

## 9. Deposit

In terms of section 54 (2) of the Act, OUTsurance may require a deposit in cases where searching for the record exceeds 6 hours. The deposit will represent one third of the access fee payable by the requester.

## 10. Procedure to request a record

The following is the basic procedure to be followed when requesting a record.

1. The attached application form must be completed providing as much detail as possible.
2. OUTsurance will only process your application if it is received on the prescribed form.
3. When completing the form:
  - a) Provide your full personal and contact details;
  - b) If you are acting on behalf of another person, state in what capacity, for example, legal guardian, next of kin etc. Note that proof of capacity must be attached;
  - c) If you are making the request on behalf of another person, you must provide that person's full names and identity number;
  - d) Provide a detailed description of the record required providing any reference numbers if possible;
  - e) If the request is for a record other than a record containing personal information about you, then prescribed fees are payable. Should you qualify for exemption full details must be provided;
  - f) If you are unable to read, view or listen to the record requested due to disability, you must provide details of your disability and, in what form we must supply the record to you;
  - g) Mark with an (X) the appropriate record type option as provided on the form i.e., written, visual, audio or data that you require;
  - h) The "right" to be exercised or protected by you must be detailed as well as the reason for exercising or protecting this right;
  - i) The form must be dated and signed in the places provided for this purpose
4. Once you have completed the application form it must be posted to, the Information Officer at the address given on the form or, faxed/e-mailed/delivered to the offices of OUTsurance as provided in the manual.
5. On receipt of your application, the Information Officer at OUTsurance will make a decision based on the information provided.
6. You will receive a written notification based on the decision made and advising you further.

*Please note that all attachments/additional folios that you add to the form must be signed by you.*

## 11. Record types that may be requested

Subject and category of records that can be requested	
Subject on which the body holds records	Categories of records
<b>Company information</b>	Annual reports Financial reports Statutory records Company incorporation documents Memorandum of Incorporation
<b>Tax related information</b>	Income tax information Pay-as-you-earn (PAYE) records Employee Tax records Value Added Tax records
<b>Staff related information</b>	Unemployment Insurance Fund Labour relations records Personnel documents and records
<b>Finance related information</b>	Personal Records or Information Invoices
<b>Client and policy information</b>	Personal Records or Information Sales Records Client Care Records Claim Records

*\*The Information officer will consider all requests in line with paragraph 5 of the manual to decide whether access to any of the information stated above should be given to the requester.*

## 12. Records that cannot be found or do not exist

In terms of Chapter 3, Section 55 of the Act, OUTsurance will after all reasonable steps have been taken to find the record requested, notify the requester as prescribed by affidavit or affirmation should the record not be found or does not exist.

## 13. Protection of personal information

- 13.1** The Protection of Personal Information Act provides for the lawful processing of personal information by a Responsible Party subject to the following conditions: Accountability, Processing Limitation, Purpose specific, Further Processing Limitations, Information Quality and Openness, Security Safeguards and Data Subject Participation.
- 13.2** OUTsurance is required to process personal information in order to conduct its business operations specifically within the insurance and financial services sectors. For the purposes of POPIA, OUTsurance is a Responsible Party as it determines the purpose of and means for processing personal information
- 13.3** OUTsurance undertakes:
- to process personal information lawfully and in a transparent manner;
  - to process personal information only for the purpose for which it was collected;
  - not to subject the personal information to further processing unless it is compatible with the purpose for which it was collected;
  - to ensure that personal information which is processed is complete, accurate, not misleading and is where necessary, updated;
  - To not retain the personal information for a period longer than what is necessary;
  - To ensure that the integrity and confidentiality of personal information under its possession is secured by taking appropriate, reasonable technical and organisation measures to prevent loss, damage, unauthorised destruction or unlawful access to or processing of personal information,
  - To process personal information in accordance with the rights of Data Subjects as provided for in POPIA which include:
    - i) to be notified that their personal information has been collected by OUTsurance;
    - ii) being notified whether their personal information has been accessed or acquired by an unauthorised person;

- iii) to know if OUTsurance holds any of his/her personal information and to access that information which requests for access must be made in accordance with this Manual;
- iv) request the deletion or correction of their personal information;
- v) to object, on reasonable grounds relating to their particular situation to the processing of their personal information as provided for in Section 11(3)(a) of POPIA;
- vi) object to process of their personal information for the purposes of direct marketing;
- vii) submit a complaint to the Information Regulator;
- viii) to institute civil proceedings regarding the alleged interference with the protection of their personal information

**13.4** OUTsurance may only process information for specific purposes which purposes are for the provision of insurance and financial services. This includes processing information for the purposes of reporting to Industry and Regulatory Bodies which include by are not limited to, The Financial Sector Conduct Authority, Prudential Authority, Information Regulator, The South African Insurance Crime Bureau, Credit Bureaus's and law enforcement agencies,

**13.5** OUTsurance processes personal information of various categories of Data Subjects which include both juristic and natural persons. This may include, however might not be limited to, the following:

**Natural Persons (Clients):** Names and surnames, identity or passport number, contact numbers, gender, physical address, financial information, criminal convictions, postal address, e-mail address, claims history, insurance history, language, dates of birth, marital status, occupation, employment status, age, location data, identity documents, nationality, ethnic group, title, banking details, details of beneficiaries, details of trustees, details of executors, medical, disability and chronic conditions and information, smoker status, weight, height and hospital visits.

**Natural Persons (Employees):** Name and surname, identity or passport numbers, financial history, employment history, banking details, medical aid records, medical history and conditions, pension and provident fund details, salary information, performance records, disciplinary records, leave records, training records, qualifications, spouses information, contact numbers, e-mail address, physical and postal address, vehicle registration details, ethnic group, gender, marital status, disabilities, biometric information, criminal background

**Juristic Persons:** Company incorporation documents, registration number, company name and trading name, employee details, contact persons, directors or members details, nature of business, contact details, physical and postal address, e-mail address, financial information, insurance history, claims history, BBEEE Certificates, Banking details, Trust Deeds, Trust registration numbers.

**13.6** OUTsurance may provide a Data Subjects personal information to a number of third parties for the purposes of conducting its business operations. These third parties include industry bodies (SAICB and SAIA), regulatory bodies (Financial Sector Conduct Authority and Prudential Authority), credit bureaux's, law enforcement agencies, third party service providers, payment system providers, external auditors, subsidiaries or related or inter-related persons.

**13.7** OUTsurance may transmit a Data Subjects personal information to entities outside of the Republic of South Africa which personal information may be stored in data servers outside of South Africa. OUTsurance will endeavour to ensure that any countries in which Data Subjects personal information is stored has similar or adequate data protection laws.

**13.8** We value the privacy of your information and take reasonable steps to protect your personal information from loss, misuse or unauthorised alteration and/or access. The information we maintain concerning our customers, all our employees and potential job applicants is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information. OUTsurance uses state of the art technology, anti-virus, firewalls, password protection, security monitoring/ scanning and encryption to prevent any unauthorised access to your personal information. We keep up to date with latest global developments in security technology to ensure that your transactions and personal information stored with us is adequately secured and protected at all times.

**13.9** Data Subject are entitled to object, at any time, to the processing of their personal information subject to any exceptions set out in POPIA. Objections must be completed in the prescribed form attached hereto as Annexure 1.

**13.10** Data Subjects may, subject to any exceptions set out in POPIA, request the correction or deletion of their personal information. The request for correction or deletion must be completed and submitted in the prescribed form attached hereto as Annexure 2.

## 14. Decision on request and notice thereof

In terms of Chapter 3, Section 56 of the Act, OUTsurance will respond to the request as soon as possible within 30 days as per the provisions prescribed and notify the requester of the decision made.

## 15. Grounds for refusal of access to records

In terms of Chapter 4 of the Act, OUTsurance reserves its right to refuse and/or grant access to records in accordance with the sections and subsections of this chapter.

## 16. Third party notification and intervention

In terms of Chapter 5 of the Act and its sections and sub-sections, OUTsurance will take all reasonable steps to inform a third party of a request received that pertains to them in the manner so prescribed in this chapter.

## 17. Information regulator of South Africa PAIA guide

The guidelines on how to use the Promotion of Access to Information Act 2 of 2000, as amended, which will assist a person on how to access his/her personal information is available via the link below:

[PAIA Guidelines - Information Regulator \(infoeregulator.org.za\)](http://infoeregulator.org.za)

## 18. Records available in accordance with other legislation

Legislation	Subjects
Basic Conditions of Employment Act 75 of 1997	Employee records
Companies Act 71 of 2008	Memorandum of Incorporation Audited financial statements Company records
Copyright Act 98 of 1978	Information regarding vested copyrights
Employment Equity Act 55 of 1998	Employment equity plan
Financial Intelligence Centre Act 38 of 2001	Risk Management and Compliance programmes Due diligence records Transaction records
Financial Advisory and Intermediary Services Act 37 of 2002	Regulatory records Fit and proper records
Income Tax Act 58 of 1962	Employee remuneration and tax records
Occupational Health and Safety Act 85 of 1993	Incident records
Promotion of Access to Information Act, No 2 of 2000	Access to Information manual
Protection of Personal Information Act 4 of 2013	Detail of appointed Information Officers
Trade Marks Act 194 of 1993	Information relating to registered trade marks
Unemployment Insurance Act 63 of 2001	Contribution information

*The Information officer will consider all requests in line with paragraph 5 of the manual to decide whether access to any of the information stated above should be given to the requester.*

## 19. Access form

### Request for access to a 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**  
OUTsurance Life Insurance Company Limited  
PO Box 8443  
Centurion  
0046

E-mail: informationofficer@out.co.za

#### Mark the appropriate box with an ✓

- Request is made in my own name       Request is made on behalf of another person.

#### Personal information

Full names and surname \_\_\_\_\_

Identity number \_\_\_\_\_

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

Postal address \_\_\_\_\_  
\_\_\_\_\_ Postal code \_\_\_\_\_

Street address \_\_\_\_\_  
\_\_\_\_\_ Area code \_\_\_\_\_

Email \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Cellular \_\_\_\_\_

Full names of person on whose behalf request is made (*if applicable*): \_\_\_\_\_

Identity number \_\_\_\_\_

Postal address \_\_\_\_\_  
\_\_\_\_\_ Postal code \_\_\_\_\_

Street address \_\_\_\_\_  
\_\_\_\_\_ Area code \_\_\_\_\_

Email \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Cellular \_\_\_\_\_

Form continues next page

## Particulars of record requested

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.)

Description of record or relevant part of the record

---

Reference number (if available) \_\_\_\_\_

Any further particulars of record

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## Type of record

(Mark the appropriate box with an ✓)

Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>

## Form of access

(Mark the appropriate box with an ✓)

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

## Manner of access

(Mark the appropriate box with an ✓)

Personal inspection of record 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)	<input type="checkbox"/>
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>
Facsimile of information in written or printed format (including transcriptions)	<input type="checkbox"/>
E-mail of information (including soundtracks if possible)	<input type="checkbox"/>
Cloud share/file transfer	<input type="checkbox"/>
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) _____	



## Particulars of right to be exercised or protected

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

Indicate which right is to be exercised or protected

Explain why the record requested is required for the exercise or protection of the said right

## Fees

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- c) 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.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

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

## 20. Annexure 1

### Objection to the processing of personal information

In terms of section 11(3) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

Regulations relating to the Protection of Personal Information, 2017

[Regulation 2(1)]

**To:** **The Information Officer**  
OUTsurance Life Insurance Company Limited  
PO Box 8443  
Centurion  
0046

#### Note

- Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Complete as is applicable.

#### Details of the data subject

Full names and surname / registered name of data subject \_\_\_\_\_  
Unique identifier / Identity number \_\_\_\_\_  
Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_  
Email \_\_\_\_\_  
Residential, postal or business address \_\_\_\_\_  
\_\_\_\_\_ Code \_\_\_\_\_

#### Details of responsible party

Full names and surname / registered name of responsible party \_\_\_\_\_  
Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_  
Email \_\_\_\_\_  
Residential, postal or business address \_\_\_\_\_  
\_\_\_\_\_ Code \_\_\_\_\_

#### Reasons for objection

Please provide detailed reasons for the objection

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of requester / person on behalf of requester

## 21. Annexure 2

### Request for correction or deletion of personal information or destroying or deletion of record of personal information

In terms of section 24(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

Regulations relating to the Protection of Personal Information, 2017

[Regulation 3(2)]

To: **The Information Officer**  
OUTsurance Life Insurance Company Limited  
PO Box 8443  
Centurion  
0046

#### Note

- Affidavits or other documentary evidence as applicable in support of the request may be attached.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Complete as is applicable.

Mark the appropriate box with an "x". Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

#### Details of the data subject

Full names and surname / registered name of data subject \_\_\_\_\_

Unique identifier / Identity number \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Email \_\_\_\_\_

Residential, postal or business address \_\_\_\_\_

\_\_\_\_\_ Code \_\_\_\_\_

#### Details of responsible party

Full names and surname / registered name of responsible party \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Email \_\_\_\_\_

Residential, postal or business address \_\_\_\_\_

\_\_\_\_\_ Code \_\_\_\_\_

Form continues next page

## Information to be corrected/deleted/destroyed/destroyed

## Reasons for:

- Correction or deletion of the personal information about the data subject in terms of section 24(1)(a) which is in possession or under the control of the responsible party; and or
- Destruction or deletion of a record of personal information about the data subject in terms of section 24(1)(b) which the responsible party is no longer authorised to retain.

Please provide detailed reasons for the objection

Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

\_\_\_\_\_  
Signature of requester / person on behalf of requester