

Information PAIA Manual

Of

Two Three Bird

In Terms Of The Promotion Of Access To Information Act
No. 2/2000 ('the Act')

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1. INTRODUCTION

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person or entity, whether such information is required by someone to protect his/her rights.

2. OVERVIEW

2.1 Two Three Bird is a private body that provides a service in bicycle insurance claim assessments. It operates in the financial services sector and provides administrative services to its clients and service providers.

2.2 This manual serves to inform members of the public of the categories of information we hold, and which may, subject to the grounds of refusal listed in the Act, be disclosed after evaluation of an access application being made in terms of the Act.

3. AVAILABILITY OF THIS MANUAL

3.1 A copy of this Manual is available: <https://twothreebird.com/paiamanual>

3.2 At our reception desk at our office at:

Corner of Bird & Church Street,
De Wet Centre,
2nd Floor,
Stellenbosch,
7600

3.3 On request from our Information Officer

3.4 From the South African Human Rights Commission (“SAHRC”) at the addresses and/or telephone numbers as published by the Commission

This Manual will be updated from time to time, as and when required.

4. THE ACT AND SECTION 10 GUIDE [Section 51(1) (b)]

4.1 The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

4.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act.

4.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission ('SAHRC'), which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27 11 877 3600
Website: www.sahrc.org.za

5. OUR INFORMATION OFFICER

Our Information Officer is:

Name: Elvin Kruger
Position: Global Operations Lead
Tel nr: +27 (21) 300 8387
E-mail: privacyofficer@twothreebird.com

6. VOLUNTARY DISCLOSURE

6.1 The following information is made known automatically and can be viewed on our website without having to request such information: who we are, what we do and a summary of the services our business offers to its clients, as well as a list of our insurance partners.

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

7.1 Information is available in terms of the following legislation to the persons or entities specified in such legislation, as well as the specific protections offered by such laws. As legislation changes from time to time, and new laws may stipulate new manners and extend the scope of access by persons specified in such entities, this list should be read as not being a final and complete list.

7.2 Business legislation (including all regulations issued in terms of such legislation): The Companies Act 71 of 2008; Income Tax Act 58 of 1962; Value Added Tax Act 89 of 1991; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998; Skills Development Levies Act 9 of 1999; Basic Conditions of Employment Act 75 of 1997; Consumer Protection Act 68 of 2008; Broad-based Black Economic Empowerment Act 53 of 2003.

8. RECORDS HELD BY THE PRIVATE BODY

8.1 We hold records in the categories listed below. The fact that we list a record type here does not necessarily mean that we will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act.

8.2 **Internal records relating to our business**, which includes our business's founding and other documents, minutes and policies; annual and other reports; financial records; operational records, policies and procedures; contracts; licences, trademarks and other intellectual property; production, marketing records; other internal policies and procedures; internal correspondence; statutory records; insurance policies and records; etc.

8.3 **Personnel records**, which includes records relating to temporary employees, fixed term employees, part-time employees, permanent employees, locums, associates, contractors, partners, directors, executive directors, non-executive directors. It includes personal files and similar records, records third parties have provided to us about their personnel; employment contracts, conditions of employment; workplace policies; disciplinary records; termination records; minutes of staff meetings; performance management records and systems and all employment-related records and correspondence.

8.4 **Client records**, which includes bicycle claim assessment reports, claim supporting evidence, client personal information, agreements, consents, research information, evaluation records and similar information.

8.5 **Supplier and service provider records**, which includes supplier registrations, contracts, confidentiality agreements and non-disclosure agreements, communications, logs, delivery records, commissioned work, and similar information, some of which might be provided to us by such suppliers and providers under service- and other contracts. Technical records, which includes manuals, logs, electronic and cached information, product registrations, conditions and requirements, trade association information and similar product information.

8.6 **Third party information**, which may be in our possession but which would be subject to the conditions set in relation to such possession and use or purpose limitations. Environment and market information, which include information bought, publicly available information and commissioned information that pertains to the specific sector and market of our business and factors that affect the business, professional and services industry environment.

9. HOW TO REQUEST ACCESS TO RECORDS HELD BY Two Three Bird

9.1 Requests for access to records held by Two Three Bird must be made on the request form attached to this manual, by requesting a form from the Information Officer, or from the SAHRC website (www.sahrc.org.za). When a record is requested, the following will apply:

- a. Fees may be payable. These fees are prescribed by law, and can change from time to time. The fee list is attached to this document.
- b. The Request Form must be completed. It can be obtained from the Information Officer, on the SAHRC website (www.sahrc.org.za) or on the website of the Department of Justice (www.justice.gov.za) under “PAIA” and “forms” - see Annexure A.
- c. If the requester is acting on behalf of someone else, the signature of the other person as the one who is authorised the request to be made.
- d. The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) s/he wants to access the information.
- e. If the record is part of another record, the requester will only be able to access the part(s) that pertains to the information s/he wants or is entitled to, and not the rest of the record.

9.2 All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act. One can, for example, not access another person’s confidential information, or trade- or commercial secrets of a business.

10. FORM OF REQUEST [Section 51 (1) (e)]

10.1 To facilitate the processing of a request, the following must be complied with:

10.2 Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

10.3 Address the request to the Information Officer.

10.4 Provide sufficient details to enable the Information Officer to identify:

- (a) The record(s) requested;
- (b) The requester (and if an agent is lodging the request, proof of capacity);
- (c) The form of access required;
- (d) The postal address or fax number of the requester in the Republic;
- (e) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- (f) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

11. PRESCRIBED FEES [Section 51 (1) (f)]

11.1 This manual is available at <https://ridersatwork.com/paiamanual> or at the registered office of Two Three Bird, including from the SAHRC.

11.2 The prescribed form (Form C) to be completed by requesters is attached marked **Annexure 1**. The applicable fees payable by requesters are specified in **Annexure 2** hereto.

11.3 A requester who seeks access to a record containing personal information ('personal request') about such a requester is exempt from paying the request fee. Every other requester shall be liable to pay such a fee.

11.4 The following applies to requests (other than personal requests):

11.5 A requester is required to pay the prescribed fee (R50.00) before a request will be processed;

11.6 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

11.7 A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;

11.8 Records may be withheld until the fees have been paid.

11.9 The fee structure and Form C is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

NOTE:

Access to the information specified herein is not available to anyone. The requester shall identify the right he or she is attempting to exercise or protect and provide an acceptable explanation as to why the record is required to exercise or protect such right. The requester shall be notified as to whether the request has been approved or declined. The fact that the information specified herein is held by the private body shall not be construed as conferring upon any requester an automatic right to such information.

ANNEXURE 1

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

[Regulation 10]

A. Particulars of private body

The Chief Executive Officer:

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*

(b) *The address / e-mail address in the Republic to which the information is to be sent must be given.*

(c) *The proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

E-mail address:

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

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) 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.*
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*

1. Description of record or relevant part of the record:
2. Reference number, if available:
3. Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.*
- (b) You will be notified of the amount required to be paid as the request fee.*
- (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 for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:		Form in which record is required:				
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested</p>						
1. If the record is in written or printed form:						
	copy of record*				inspection of record	
2. If the record consists visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):						
	view the images		copy of the images*		transcription of the images*	
3. If the record consists of recorded words or information which can be reproduced in sound:						
	listen to the soundtrack				transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:						
	printed copy of record*		printed copy of information derived from record*		copy in computer readable form* (compact disc)	
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?					YES	NO
Postage is payable.						

G. Particulars of right to be exercised or protected

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this day _____ of _____ 20____.

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE 2

FEES IN RESPECT OF PRIVATE BODIES

The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof. The fees for reproduction referred to in regulation 11 (1) are as follows:

1. The fee for requesting records is – R 50
2. Copy per A4 page – R 1.10
3. Printing per A4 page – R 0.75
4. Copy on a CD – R 70
5. Transcription of visual images per A4 page – R 40
6. Copy of a visual image – R 60
7. Transcription of an audio recording per A4 page – R 20
8. Copy of an audio recording – R 30
9. Search and preparation of the record for disclosure – R 30 per hour or part thereof, exclusive the first hour, reasonably required for the search and preparation
10. Actual postage fee

Private Bodies:

- Copy per A4 page -- R1.10
- Printing per A4 page -- 75 cents
- Copy on a CD -- R70
- Transcription of visual images per A4 page – R40
- Copy of a visual image -- R60
- Transcription of an audio recording per A4 page – R20
- Copy of an audio recording – R30
- Search and preparation of the record for disclosure – R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation
- Actual postage fee

This manual was approved by the appointed information officer of the private body on 30 June 2021



Elvin Kruger
Information Officer