



**Futura SA Administrators (Pty) Ltd**

**PROMOTION OF ACCESS TO INFORMATION ACT  
MANUAL (V.1)**

**(Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of  
2000)**

## Revision History

Revision	Date	Record of Changes	Prepared By	Approved By
1.00	November 2023	Initial Issue	Lesca van As	Awie de Swardt

Prepared By: Luana As Approved By: 

Date: 02 November 2023 Date: 02 November 2023

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## 1. Introduction

The Information Regulator (“Regulator”) is a statutory body established in terms of section 39 of the Protection of Personal Information Act 4 of 2013. The Regulator is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the Promotion of Access to Information Act 2 of 2000 (“PAIA”).

The Promotion of Access to Information Act 2 of 2000 intends:

- to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and
- to provide for matters connected therewith.

The purpose of the legislation is to give effect to the constitutional right of access to information held by any private or public body that is required for the exercise or protection of any rights. Where a request is made in terms of PAIA, the body to which the request is made is obliged to release the information, except where PAIA or other legislation expressly provides that the information may or must not be released.

As a private body defined in PAIA, Futura is required to compile a manual to provide a reference as to the records held and the process which needs to be followed to access such records. This manual is intended to foster a culture of transparency, accountability and good governance, by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

## 2. Contact Details: Company

<b>Name of private body</b>	Futura SA Administrators (Pty) Ltd
<b>Registration number</b>	2006/022425/07
<b>Street address</b>	63 Lincoln Street, Boston, Bellville, 75230
<b>Postal address</b>	P O Box 2853, Bellville, 7535
<b>Telephone number</b>	087 702 4400
<b>Website</b>	<a href="http://www.futurasa.co.za">www.futurasa.co.za</a>

## 3. Contact Details: Information Officer

<b>Information Officer</b>	Awie de Swardt
<b>Street address</b>	63 Lincoln Street, Boston, Bellville, 7530
<b>Postal address</b>	P O Box 2853, Bellville, 7535
<b>Telephone number</b>	082 561 3583
<b>E-mail address</b>	<a href="mailto:awie@futurasa.co.za">awie@futurasa.co.za</a>

## 4. Contact Details: Deputy Information Officer

<b>Information Officer</b>	Cecelia Belia Visser
<b>Street address</b>	63 Lincoln Street, Boston, Bellville, 7530
<b>Postal address</b>	P O Box 2853, Bellville, 7535
<b>Telephone number</b>	079 492 0637
<b>E-mail address</b>	<a href="mailto:cecilev@futurasa.co.za">cecilev@futurasa.co.za</a>

## 5. A guide on how to use PAIA

The guide on how to exercise any rights granted in PAIA is available free of charge from both the Information Regulator and/or the Information Officer of the Futura SA.

## 6. Key Contact details for access to information of the information regulator

- Information Officer Name: Mr Mosalanyane Mosala Email: [MMosala@justice.gov.za](mailto:MMosala@justice.gov.za)
- Deputy Information Officer Name: Ms Varsha Sewlal Email: [VarSewlal@justice.gov.za](mailto:VarSewlal@justice.gov.za)
- Access to information general contacts Email: [PAIA.IR@justice.gov.za](mailto:PAIA.IR@justice.gov.za) Page 17 Promotion of Access to Information Manual, as amended June 2021 8. 8.4
- National Head Office Postal Address: P.O. Box 31533 Braamfontein 2017
- Physical Address: The Information Regulator (South Africa) JD House 27 Stiemens Street Braamfontein Johannesburg 2001 Email: [PAIA.IR@justice.gov.za](mailto:PAIA.IR@justice.gov.za)
- Website: <https://www.justice.gov.za/inforeg/index.html>
- General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

## 7. The Information Officer:

The guide is also available in English and Afrikaans from the office of the Information Officer (Awie de Swardt) See details above.

## 8. Purpose of PAIA Manual

This manual can be used by members of the public to:

- Establish the nature of the records which may already be available at the Regulator, without the need for submitting a formal PAIA request.
- Have an understanding of how to make a request for access to a record of the Regulator.
- Access all the relevant contact details of the persons who will assist the public with the records they intend to access.
- Know all the remedies available from the Regulator regarding request for access to the records, before approaching the Courts.
- Describe the services available to members of the public from the Regulator and how to gain access to those services.
- Outline the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- Page 8 Promotion of Access to Information Manual, as amended June 2021 4.7 4.8 4.9 understand if the Regulator will process personal information, the purpose of processing of personal information, the description of the categories of data subjects and of the information or categories of information relating thereto.
- Know if the Regulator 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.
- Know whether the Regulator has appropriate security measures to ensure the confidentiality, integrity and availability of the information which is to be processed.

## 9. How to Access Records held by Futura SA:

A **requester** is any person making a request for access to a record of Futura SA.

There are two types of requesters, a personal requester and other requesters and the process that needs to be followed by the two types of requesters differ. It is as follows:

### PERSONAL REQUESTER

A personal requester is a requester who is seeking access to a record containing personal information about themselves.

**All the member's information pertaining to Futura SA is available to him/her upon request.**

**Procedure to obtain this information and/or records from Futura SA:**

The information can be obtained in one of the following ways:

- By writing a letter or sending an email to Futura SA; or
- By accessing the Futura website.

Futura SA will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. No fees will be charged in respect of information relating to the personal requester (member). A fee may be payable for copies of the information as listed hereunder.

### OTHER REQUESTER (THIRD PARTY)

This requester (someone other than an Futura SA member) is entitled to request access to information on third parties. However, Futura SA is not obliged to voluntarily grant access. The requester must fulfill the prerequisite requirements for access in terms of PAIA by completing the request form and paying the fee.

The requester must use the prescribed form in terms of PAIA and submit it to Futura SA. This request must be made to the Information Officer of Futura SA. The Information Officer must assist any requester with his or her request for information if necessary and assist with completion of the request form if the requester is disabled or illiterate. The requester must provide sufficient detail on the request form to enable Futura SA to identify the record and the requester. The requester should also indicate which form of access is required (for instance if the requester is blind, the access will not be via email).

- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of Futura SA.

## 10. List of Records and Information

- Below is a list of records & information that may be formally requested in terms of PAIA.

Subjects	Categories of Records	Request for Access
Strategic documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan	X
Human Resources	HR Policies & Procedures Advertised Posts Employee Records Skills Development & Training Employment Equity Plan	X
Operational Policies or Plans or procedures or Frameworks	Specific Contracts, Donations, Suppliers, Risk Management, Audit, IT, Finance Management, Human Resources.	X
Corporate Governance	Business Plan, Regulator's Policies and Procedure, Occupational Health & Safety Plan, Disaster Recovery Plans.	X
Manual and Guide	Regulator's Manual and Guide on how to use PAIA	X
Information Technology	Incidents and Service Requests Asset issuing & Custodian information, Systems Maintenance check lists, Monthly Operations reports, Network Maintenance, Service Level Agreements, Policies & Procedure Manuals	X
Registers	Information Officers Issued Codes of Conduct	X
Finances	Financial Accounting, Financial reporting, Asset Management, Management Accounting, estimates, Statements, budget, Audit records.	X

## 11. Fees

PAIA provides for two types of fees namely:

- A request fee, which will be a standard fee; and
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the request is received by the Information Officer, he/she will by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the 6 (six) hours prescribed in the regulations for this purpose, the Information Officer will notify the requester on the official form to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted. (No more than a 1/3)

The Information Officer will withhold a record until the requester has paid the fees as prescribed.

A requester whose request for access to a record has been granted, must pay an access fee as listed in Annexure to the PAIA Regulations for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer must repay the deposit to the requester.

The Information Officer must, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect on the official form.

The 30-day period within which Information Officer has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information and the information cannot reasonably be obtained within the original 30 day-period. The Information Officer will notify the requester in writing should an extension be sought.

## 12. Grounds for Refusal

The main grounds for Information Officer to refuse a request for information relates to the:

Mandatory protection of the privacy of a third party who is a natural person, which would involve a contravention of the provisions of the Protection of Personal Information Act or such other legislation as may become applicable to the protection of personal information in South Africa.

Mandatory protection of the commercial information of a third party, if the record contains:

- Trade secrets of that third party.
- financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party.
- information disclosed in confidence by a third party to ACA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.

- if the information results in a contravention of the Protection of Personal Information Act or such other legislation as may become applicable to the protection of personal information in South Africa.
- mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- mandatory protection of the safety of individuals and the protection of property.
- mandatory protection of records which would be regarded as privileged in legal proceedings; and the financial activities of Futura SA.
- Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, will be refused.

Should, after a diligent search, the record requested not be found, the Information Officer will by way of affidavit give notification that it is not possible to give access to that record.

### **13. Complaints**

Requesters who are aggrieved by a decision of the Information Officer of Futura SA may submit a complaint to the Information Regulator on the prescribed form.

The address of the Information Regulator is as follows:

The Information Regulator (South Africa)  
JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001  
P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)  
General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

### **14. POPIA**

Futura SA collects and processes personal information in respect of all stakeholders of Futura SA. POPIA stipulates that personal information may be collected and processed in accordance with a lawful obligation. Futura SA is established in accordance with the Financial Advisory and Intermediary Services Act, with the purpose of providing financial services. To do so, it must collect some personal information to fulfil the contracted services.