



INFORMATION MANUAL FOR THE PFS GROUP IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT

INTRODUCTION

The PFS Group (Pty) Ltd conducts business as a Short-Term Administrator. We are an Authorised Service Provider in terms of the Financial Advisory & Intermediary Service Act. Our FSP Licence number is FSP42414.

1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

Contact Details

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

Postal Address	Physical Address	Contact details	
P O Box 32051	Zotos Place, 37 Old	Tel no:	011 025 2030
Kyalami	Kilcullen Road	Website	www.thepfsgroup.co.za
1684	Bryanston	Email	pfs@thepfsgroup.co.za
	Sandton		
	2021		

Prescribed access Form

A request for access to a record of The PFS Group must be made on the prescribed form to The PFS Group at the address, telephone number, or email address provided above. See Annexure A for the prescribed Form. Requester must:

- 1.1 provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is.
- 1.2 indicate which form of access is required.
- 1.3 specify a postal address or telephone number of the requester in RSA.
- 1.4 identify the right exercised or to be protected and why the record is required to protect or exercise the right.
- 1.5 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
- 1.6 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 ACT – SECTION 10 GUIDE HOW TO USE THE ACT

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

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available in all South African official languages free of charge from the SAHRC.

The contact details of The South African Human Rights Commission are:

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

Contact: Nokwanda Molefe

Email: nmolefe@sahrc.org.za

3. Schedule of Records

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

3.1 Human Resource Records

These include, but not limited to the following:

- 3.1.1 any personal records provided to The PFS Group by their personnel.
- 3.1.2 any records a third party has provided to The PFS Group about any of their personnel.
- 3.1.3 Conditions of Employment and other personnel-related contractual and quasi-legal records.
- 3.1.4 Internal evaluation records.
- 3.1.5 Other internal records and correspondence.

3.2 **Financial, IT and Operational record**

- 3.2.1 Financial Statements
- 3.2.2 Financial & Tax Records (Company & Employees)
- 3.2.3 Asset Register
- 3.2.4 Management Accounts
- 3.2.5 Internal policies and procedures
- 3.2.6 Information technology
- 3.2.7 Statutory records

3.3 **Marketing**

- 3.3.1 Marketing Information
- 3.3.2 Product information
- 3.3.3 Product Brochures
- 3.3.4 Product Sales Records
- 3.3.5 Customer Database
- 3.3.6 Marketing Strategies

3.4 **Records available in terms of Legislation**

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

- 3.4.1 Basic Conditions of Employment Act;
- 3.4.2 Companies Act
- 3.4.3 Compensation for Occupational Injuries and Diseases Act
- 3.4.4 Employment Equity Act
- 3.4.5 National Credit Act
- 3.4.6 Financial Services Board Act
- 3.4.7 Income Tax Act
- 3.4.8 Labour Relations Act
- 3.4.9 Unemployment Insurance Act
- 3.4.10 Occupations Health and Safety Act
- 3.4.11 Promotion of Equality and Prevention of Unfair Discrimination Act
- 3.4.12 Electronic Communications and Transaction Act
- 3.4.13 Short Term Insurance Act
- 3.4.14 Skills Development Act
- 3.4.15 Skills Development Levies Act
- 3.4.16 Value Added Tax Act
- 3.4.17 Financial Intelligence Act
- 3.4.18 Financial and Advisory and Intermediary Services Act
- 3.4.19 Protection of Constitutional Democracy Against Terrorism and Related Activities Act.

3.5 Other Parties

The PFS Group may possess records pertaining to other parties. These include, but are not limited to contractors, suppliers, subsidiary/holding companies, joint venture companies and other service providers. The following records fall in this category:

3.5.1 Financial Records

3.5.2 Contractual records

3.5.3 Records provided by the other party;

3.5.4 Correspondence

3.5.5 Records third parties have provided about the contractors/suppliers.

4. Request Procedure

To facilitate the processing of your request, kindly:

4.1 Use the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za.

4.2 Address your request to the Information Officer

4.3 Provide sufficient details to enable the company to identify:

4.3.1 The record(s) requested.

4.3.2 The requester (and if an agent is lodging the request, proof of capacity);

4.3.4 The form of access required.

4.3.5.1 The postal address or telephone number of the requester in the Republic.

4.3.5.2 if the Requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.

4.3.5 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.

5. Prescribed Fees

The following applies to requests (other than personal requests)

5.1 A requestor is required to pay the prescribed fee (R50.00) before a request will be processed.

5.2 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).

5.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.

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

5.5 The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za.