



# **Access to Information Manual**

**IN TERMS OF SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (“PAIA”)**

**UPDATED TERMS OF  
THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013  
 (“POPIA”)**

**0861 001 036**

PO Box 9738, George, 6530



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## **1. INTRODUCTION**

This manual is applicable to Gold Club Rewards Company (Pty) Ltd (“Gold Club”). Gold Club is an exclusive membership package that provides benefits as part of an insurance policy package. This includes emergency roadside assistance, emergency legal assistance, emergency household assistance or a discount on certain car-related products.

## **2. PURPOSE OF PAIA**

PAIA is an Act which gives effect to the constitutional right of access to information held by the State or by another person and which is required for the exercise or protection of any right. Any organisation which receives a request made in terms of PAIA is obliged to give access to the requested information, except where the Act expressly provides that the information may or must not be released.

It is important to note that PAIA recognises certain limitations to the right of access to information, including, but not exclusively, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

POPIA was enacted in November 2013, to promote the protection of personal information processed by public and private bodies. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

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### 3. INFORMATION MANUAL

This Manual is compiled in accordance with section 51 of PAIA and the Schedule to POPIA. It is intended to give a description of the records held by and on behalf of Gold Club, to outline the procedure to be followed and the fees payable when requesting access to any of these records in the exercise of the right of access to information.

This Manual is available for public inspection:

- at the physical address of Gold Club, free of charge;
- on this website, free of charge; and
- on request by any person (along with payment of a prescribed fee).

### 4. CONTACT DETAILS

The responsibility for the administration of, and compliance with, PAIA and POPIA have been delegated to the Information Officer.

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

<b>Information Officer:</b>	<b>Nicky van Heerden</b>
<b>Postal address:</b>	<b>Physical address</b>
PO BOX 9738	127A York Street
George	Hurteria building
Western Cape	George
6530	6529
E-mail:	<a href="mailto:informationofficer@thegoldclub.co.za">informationofficer@thegoldclub.co.za</a>
Websites:	<a href="http://www.thegoldclub.co.za">www.thegoldclub.co.za</a>

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## 5. INFORMATION REGULATOR'S GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide can be obtained from the Information Regulator in the manner prescribed.

The contact details of the Information Regulator are:

**Physical address:**        **The Information Regulator**  
                                  **33 Hoofd Street**  
                                  **Forum III, 3rd Floor Braampark**  
                                  **Braampark Office Park**  
                                  **Braamfontein, Johannesburg, 2017**

**Telephone:**                **+27 (0) 10 023 5200**

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

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## **6. SCHEDULE OF RECORDS HELD BY GOLD CLUB**

Requests for access to documents held by Gold Club must be in accordance with PAIA. The following records may be requested from the Gold Club office:

### **Personnel Records**

"Personnel" refers to any person who works for or provides services to or on behalf of Gold Club and receives, or is entitled to receive, remuneration and any other person who assists in carrying out or conducting the business of Gold Club. It includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

Personnel records include:

- Records provided by a third party relating to Gold Club personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records, including job applications;
- Internal evaluation records; and
- Correspondence and other internal records;

### **Customer-related records**

"Customer" refers to any natural or juristic person that receives services from Gold Club. This includes prospective clients who ultimately do not become customers of Gold Club.

Customer related records include:

- Any records provided by a customer to a third party acting for or on behalf of Gold Club;
- Any records provided by a third party;
- Records generated by or within Gold Club pertaining to the customer;
- Transactional records and recorded call centre calls; and
- Correspondence with a client that is implicitly or explicitly of a private or confidential nature; and
- Financial, IT and Operational records .

### **Records pertaining to Gold Club's own affairs which include: -**

- Financial records;
- Operational records;
- Information technology;
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records; and
- Internal Policies and procedures.

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### **Other Party Records**

Gold Club may possess records pertaining to other parties including without limitation, 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 Gold Club. The following records fall under this category: Personnel, Customer or Operational records which are held by another party as opposed to being held by Gold Club.

Records held by Gold Club pertaining to other parties, including without limitation 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:

- The Companies Act 71 of 2008;
- Basic Conditions of Employment Act 75 of 1997;
- Competition Act 89 of 1998;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998;
- Income Tax Act 58 of 1962;
- Value-added Tax Act 89 of 1991
- The Labour Relations Act 66 of 1995;
- Short Term Insurance Act 53 of 1998;
- The Financial Advisory and Intermediary Services Act 37 of 2002;
- Financial Intelligence Centre Act 38 of 2001;
- Occupational Health and Safety Act 85 of 1993;
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000;
- Electronic Communications and Transactions Act 25 of 2002,
- Unemployment Insurance Act 63 of 2001;
- Skills Development Act 97 of 1998; and
- Consumer Protection Act 68 of 2008.

The above is not an exhaustive list of statutes that may require Gold Club to keep records.

## 7. PROCESSING DETAILS

In terms of POPIA, data must be processed for a specified purpose. The purpose for which data is processed by Gold Club will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

### **Purpose of the processing**

Gold Club processes personnel data for business administration purposes and to the extent required by legislation and regulation. The processing of customer related records is an integral part of Gold Club's commercial operations. Third party and other related party records are processed for business administration purposes.

### **Categories of Data Subjects**

Gold Club holds information and records on the following category of data subjects:

- Employees
- Customers
- Any third party such as contractors, suppliers of service providers

This list of categories of data subjects is non-exhaustive.

### **Recipients to whom Personal Information may be supplied**

Gold Club may, depending on the nature of the data, supply information or records to the following categories of recipients:

- Regulators, Statutory oversight bodies or similar authority
- Any court, judicial forum, or ombudsman
- South African Revenue Services, or another similar authority
- Auditing and accounting bodies (internal and external)
- Anyone making a successful application for access in terms of PAIA

### **Security Measures**

Gold Club takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information within Gold Club's possession. Gold Club further takes appropriate technical and organizational measures designed to ensure that personal data remain confidential and secure against unauthorized or unlawful processing and against accidental loss, destruction or damage.



## 8. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

### Prescribed Access Form

A request for access to information held by Gold Club must be made in the prescribed form to Gold Club's Information Officer at the postal, physical, or e-mail address recorded above.

See **Annexure A** for the prescribed form.

Requesters must provide sufficient particulars in respect of the following to the Information Officer:

- a) the record/s requested;
- b) the identity number of the requester;
- c) the form of access which is required;
- d) specify a postal address or e-mail address of the requester;
- e) the right exercised or to be protected and why the record is required to protect or exercise the right;
- f) 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
- g) if the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officer's satisfaction.

### Applicable Fees

The following type of fees may be payable:

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

### Third Party Notification

Gold Club will take all reasonable steps to inform a third party to whom or which a requested record relates if the disclosure of that records would -

- involve the disclosure of personal information about that third party;
- involve the disclosure of financial, commercial or technical information of that third party, which disclosure would be likely to cause harm to the commercial or financial interests of that third party or information supplied in confidence by a third party, the disclosure of which could



reasonably be expected to put that third party at a disadvantage in contractual or other negotiations or prejudice that third party in commercial competition; or

- constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.

Gold Club will inform the third party as soon as reasonably possible, but in any event, within 21 days after that request is received. Within 21 days of being informed of the request, the third party may-

- make written or oral representations to the Information Officer why the request for access should be refused; or
- give written consent for the disclosure of the record to the requester.

Gold Club will notify the third party of the outcome of the request. If the request is granted, adequate reasons for granting the request will be given.

The third party may lodge a complaint to the Information Regulator or an application to a court against the decision within 30 days after notice is given, after which the requester will be given access to the record after the expiry of the 30-day period.

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## 9. NOTIFICATION OF DECISION

The Information Officer will, 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.

This prescribed 30-day period may be extended for a further period of not more than 30 days if the requested information cannot reasonably be obtained within the initial 30-day period.

The Information Officer will notify the requester in writing should an extension be required. The requester may lodge a complaint to the Information Regulator or an application to a court against the extension.

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## **10. REMEDIES AVAILABLE WHEN A REQUEST FOR INFORMATION IS REJECTED**

### **Internal Remedies**

Gold Club does not have an internal appeal procedure. Therefore, the decision made by the Information Officer is final. Requesters who are dissatisfied with a decision made by the Information Officer will have to exercise external remedies at their disposal.

### **External Remedies**

All complaints, by a requester or a third party, can be made to the Information Regulator or a court, in the manner prescribed below.

#### **Complaints to the Information Regulator**

The requester or third party may submit a complaint in writing to the Information Regulator, within 180 days of the decision, alleging that the decision was not in compliance with the provisions of PAIA. The Information Regulator will investigate the complaint and reach a decision - which may include a decision to investigate, to take no further action or to refer the complaint to the Enforcement Committee established in terms of POPIA. The Information Regulator may serve an enforcement notice confirming, amending or setting aside the impugned decision, which must be accompanied by reasons.

#### **Application to court**

An application to court may be brought in the ordinary course.

**ANNEXURE A****PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER****REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)  
(Regulation 4)

<b>PARTICULARS OF GOLD CLUB'S INFORMATION OFFICER</b>  Requests can be submitted via e-mail and should be addressed to the Information Officer as indicated below:  <b>Nicky van Heerden</b> <b>0861 001 036</b> <b>informationofficer@thegoldclub.co.za</b>
<b>PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD</b>
<i>a) The particulars of the person who requests access to the record must be given below.</i>
<i>b) The address and/or fax number in the Republic to which the information is to be sent must be given.</i>
<i>c) Proof of capacity in which request is made, if applicable, must be attached.</i>
<b>Full names and surname:</b>
<b>Identity number:</b>
<b>Postal address:</b>
<b>Fax number:</b>
<b>Telephone number:</b>
<b>E-mail address:</b>
<b>Capacity in which request is made when made on behalf of another person:</b>

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<b>PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE</b>	
<i>This section must be completed ONLY if a request for information is made on behalf of another person</i>	
<b>Full names and surname:</b>	
<b>E-mail address:</b>	
<b>PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD (IF A LEGAL ENTITY)</b>	
<i>a) The particulars of the person who requests access to the record must be given below.</i>	
<i>b) The address and/or fax number in the Republic to which the information is to be sent must be given.</i>	
<i>c) Proof of capacity in which request is made, if applicable, must be attached.</i>	
<b>Name of entity:</b>	
<b>Number:</b>	
<b>Postal address:</b>	
<b>Fax number:</b>	
<b>Telephone number:</b>	
<b>E-mail address:</b>	
<b>PARTICULARS OF RECORD</b>	
<i>a) Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be requested.</i>	
<i>b) If the provided space is inadequate, please use a separate folio and attach it to this form. Please sign additional folios.</i>	
<b>Description of record or relevant part of the record:</b>	
<b>Reference Number (if available):</b>	
<b>Any further particulars of record:</b>	
<b>Fees</b>	
<i>a) A request for access to a record will be processed only after a request fee has been paid.</i>	
<i>b) You will be notified of the amount to be paid as the request fee.</i>	
<i>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.</i>	
<i>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i>	
<b>Reason for exemption from payment of fees:</b>	

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<b>FORM OF ACCESS TO RECORD</b>
Form in which record is required.
Mark the appropriate box with an X.
<b>NOTES</b>
<i>a) Compliance with your request in the specified form may depend on the form in which the record is available.</i>
<i>b) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.</i>
<i>c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i>

**1. If the record is in written or printed form:**

Copy of record                       Inspection of Record

**2. If record consists of visual images:**

View the images                       Copy of Images                       Transcription of the images

**3. If the record consists of recorded information that can be reproduced in sound:**

Listen to the soundtrack (audio)                       Transcription of soundtrack

**4. If the record is held on computer or in an electronic or machine-readable form (this includes photographs, slides, video recordings, computer generated images, sketches, etc.):**

Printed copy of record                       Printed copy of information derived from the record                       Copy in computer readable form

If you requested a copy or transcription of a record (above) do you wish the copy of transcription to be posted to you? Note that postage is payable by you.

YES	NO
-----	----

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.

In which language would you prefer the record? \_\_\_\_\_

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**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

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

**1. Indicate the right to be exercised or protected:**

**2. Explain why the record requested is required for the exercise or protection of the aforementioned right:**

**NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

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

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

\_\_\_\_\_  
**SIGNATURE OF REQUESTER/PERSON ON  
WHOSE BEHALF REQUEST IS MADE**

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