

**INFORMATION MANUAL FOR HOLLARD  
IN TERMS OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT**

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## 1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

### Contact details

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

#### Postal address

The Information Officer  
Hollard and Hollard Life  
c/o Compliance Department  
P.O. Box 87419  
Houghton  
2041

#### Physical address

22 Oxford Road  
Parktown  
Tel.: (011) 351 5000  
Fax: (011) 351 8035  
e-mail: [Inforofficer@hollard.co.za](mailto:Inforofficer@hollard.co.za)  
website: [www.hollard.co.za](http://www.hollard.co.za)

### Prescribed Access Form

A request for access to a record of Hollard must be made in the prescribed form to Hollard at the address, fax, or e-mail address provided above. See **Annexure A** for the prescribed form.

Requesters must

- a) provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is;
- b) indicate which form of access is required ;
- c) specify a postal address or fax number of the requester in RSA;
- d) identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- e) 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
- f) 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 SECTION 10 GUIDE ON HOW TO USE THE ACT**

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide.

Please direct queries to:

### **The South African Human Rights Commission**

#### **PAIA Unit**

**2<sup>nd</sup> Floor Braampark Forum 3**

**33 Hoofd Street, Braampark Office Park**

**Braamfontein**

**Telephone: +27 11 877 3627**

**Fax: +27 11 403 0668**

**Website: [www.sahrc.org.za](http://www.sahrc.org.za)**

**Contact: Chantelle Kisoon**

**E-mail: [ckisoon@sahrc.org.za](mailto:ckisoon@sahrc.org.za)**

## **3. TYPES OF RECORDS HELD BY HOLLARD**

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

### **Human Resources Records**

These include but are not limited to the following : Any personal records provided to Hollard by their personnel; any records a third party has provided to Hollard about any of their personnel; conditions of employment and other personnel-related contractual and quasi-legal records; internal evaluation records; and other internal records and correspondence.

### **Customer-related records**

A customer includes any natural or juristic entity who receives services from Hollard.

Customer-related information includes but is not limited to the following:

Any records a customer has provided to a third party acting for or on behalf of Hollard; any records a third party has provided to Hollard; and records generated by or within Hollard pertaining to the customer, including transactional records.

### **Financial, IT and Operational records**

This includes but is not limited to the following: Financial records; operational records; databases; information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury-related records; securities and equities; and records held by officials of Hollard.

### **Other Parties**

Hollard may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers.

Alternatively, such other parties may possess records which can be said to belong to Hollard. The following records fall under this category: Personnel, customer or Hollard records which are held by another party as opposed to being held by Hollard; and records held by Hollard 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:

Basic Conditions of Employment Act, Companies Act, Compensation for Occupational Injuries & Diseases Act, Employment Equity Act, National Credit Act, Pension Funds Act, Financial Services Board Act, Income Tax Act, Labour Relations Act, Unemployment Insurance Act, Long Term Insurance Act, Occupational Health and Safety Act, Promotion of Equality and Prevention of Unfair Discrimination Act, Electronic Communications and Transactions Act, Short Term Insurance Act, Skills

Development Act, Skills Development Levies Act, South African Qualifications Authority Act, VAT Act, Financial Intelligence Centre Act, Financial Advisory and Intermediary Services Act, Protection of Constitutional Democracy Against Terrorist and related Activities Act.

#### **4. THE REQUEST PROCEDURE**

- The requester must use the prescribed form to make the request for access to a record to the above Hollard address, fax number or email address for the attention of the Information officer
- The Information officer will notify the requester of the prescribed fee (if any) payable before further processing the request
- A requester seeking access to a record containing their own personal information will not be charged a request fee
- The fee that the requester must pay to Hollard is R50. The requester may lodge an application to court against the tender or payment of the fee
- If the request is granted the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.

#### **5. AVAILABILITY OF THE MANUAL**

The manual is also available for inspection at Hollard's office, free of charge, on the Hollard website and copies are available at the South African Human Rights Commission.