

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

(In accordance with Section 51 of the Promotion of Access to Information Act No. 2 of 2000)

Introduction to Wallace-Rubidge Financial Services CC

1. **Contact details** [Section 51(1) (a)]

Information Officer:	Mrs Elizabeth Vivien Wallace
Physical address:	20 Ruskin Road, Bergvliet 7945
Postal address:	P.O. Box 31184, Tokai 7966
Telephone number:	021 715 7271
Fax number:	0866 866 484
Email address:	beth@wallace-rubidge.co.za
Web address:	www.wallace-rubidge.co.za

2. **Section 10 Guide on how to use the Act** [Section 51(1)(b)]

The Guide is published by The South African Human Rights Commission in the Government Gazette and is available for inspection at the offices of the Human Rights Commission.

Direct queries to:	The South African Human Rights Commission PAIA Unit Research and Documentation Department Private Bag 2700 Houghton 2041
Tel no:	011 484 8300
Fax no:	011 484 7146
Website:	www.sahrc.org.za

3. **Records available in terms of other legislation** [Section 51(1)(d)]

- Basic Conditions of Employment Act, No. 97 of 1997
- Unemployment Contributions Act, No. 4 of 2002
- Unemployment Insurance Act, No.63 of 2001
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Value Added Tax Act, No. 89 of 1991
- Short Term Insurance Act, No. 53 of 1998
- Financial Advisory and Intermediary Services Act, No. 37 of 2002
- Financial Intelligence Centre Act, No. 38 of 2002

4. Access to records held [Section 51(1)(c) and 51(1)(e)]

4.1 Client information:

- Client Financial Needs Analysis
- Client Risk Profile
- Client Financial Products and Services Summary

4.2 Human Resources: [Section 51(1)(e)]

- Employment contracts
- Disciplinary and Grievance Procedure records
- Internal correspondence

Request procedures:

- A request for information may be made to Wallace-Rubidge Financial Services CC via post, fax or email on the prescribed form. [s 53(1)]
- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right. [s 53(2) (d)]
- If the request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made, to the satisfaction of Wallace-Rubidge Financial Services CC. [s53 (2) (f)]

Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.

- A third-party requester must pay a fee of R50 before the request for information will be processed. [s 54(1)]
- The requester may lodge an application to the court against the tender or payment of the request fee. [s 4(3) (b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure. [s 54(6)]

5. Other information as may be prescribed [Section 51(1) (f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. Availability of the manual [Section 51(3)]

This manual is available for inspection at:

- The offices of Wallace-Rubidge Financial Services CC at the above-mentioned address;
- At the SAHRC;
- In the Government Gazette;
- On www.wallace-rubidge.co.za.