



**INDEPENDENT
CLAIMS**

INDEPENDENT CLAIMS (PTY) LTD

**PROMOTION OF ACCESS TO
INFORMATION ACT (PAIA) MANUAL**

**PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT NO. 2 OF 2020**

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1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

The Promotion of Access to Information Act, No.2 of 2000 (hereinafter referred to as “the **Act**”) was enacted on 3 February 2000, to give effect to the provisions of Section 32 of the Constitution of the Republic of South Africa, which provides that any person has a right to gain access to information held by a public or private body, when that information is required for the exercise or protection of any rights.

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

2. COMPANY OVERVIEW

Independent Claims (Pty) Ltd (hereinafter referred to as “the **Company**”) is a specialist loss adjusting practice established in accordance with the laws of South Africa with the company registration number 2012/019835/07

3. COMPANY DETAILS

3.1. Physical Address:

Independent House
Tokai Business Park
13a Keyser River Drive
Tokai, 7945

3.2. Postal Address:

PO Box 30685
Tokai, 7966

3.3. Telephone: +27 (0) 21 712 3734

3.4. Email: capetown@iclaims.co.za

3.5. Website: www.iclaims.co.za

4. CONTACT DETAILS

4.1. Managing Director:

Bryan Moyles

bryan@icclaims.co.za

+27 (0) 21 712 3734

4.2. Information Officer:

Judy Selb

judy@icclaims.co.za

+27 (0) 21 712 3734

5. REQUEST FOR ACCESS TO INFORMATION

Any person who requires information for the exercise or protection of rights may request information from a private body as set out in Section 50 of the Act.

5.1. Request Procedure

In terms of Section 53, a request for access to Company information must be directed in writing to the Information Officer at the address or email address provided above. The requester must provide:

- 5.1.1. Sufficient detail to enable the Information Officer to identify the requester;
- 5.1.2. Sufficient detail to enable the Information Officer to identify the record(s) requested;
- 5.1.3. The form of access required;
- 5.1.4. Identification of the right to be exercised or protected;
- 5.1.5. An explanation of why the requested record is required to exercise or protect that right;
- 5.1.6. In addition to a written reply, any other method(s) to be used to respond to the requester;
- 5.1.7. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is being made to the reasonable satisfaction of the Information Officer.

5.2. Information Request Fees

The requester must pay any prescribed fees before any processing of information can take place. Payment of fees is regulated in terms of Section 54 of the Act. The Act makes provision for two types of fees:

5.2.1. Request Fee - A non-refundable administration fee is payable by all requesters excluding personal requesters. This fee is paid before a request is considered.

5.2.2. Access Fee – The access fee is payable by all requesters when access is granted to the information requested. It is intended to reimburse the private body for costs incurred in providing a record to the requester.

The Company may withhold a record until the request fee has been paid. A list of applicable fees is available from the Information Officer on request.

6. CATEGORIES OF INFORMATION AVAILABLE

6.1. Information Automatically Available

Any records which are required to be made available in terms of the Companies Act No. 71 of 2008, shall be made available for inspection as required.

6.2. Records Available in Accordance with Other Legislation

The requester may request information which is available in terms of other legislation including, but not limited to, the following:

6.2.1. Basic Conditions of Employment Act 75 of 1997

6.2.2. Companies Act 97 of 1998

6.2.3. Compensation for Occupational Injuries and Diseases Act 130 of 1993

6.2.4. Employment Equity Act 55 of 1998

6.2.5. Labour Relations Act 66 of 1995

6.2.6. Occupational Health and Safety Act 85 of 1993

6.2.7. Skills Development Act 97 of 1998

6.2.8. Skills Development Levies Act 9 of 1999

6.3. Company Records

The Company holds records relating to the daily administration and operations of the business, including but not limited to:

6.3.1. Accounting and Finance

6.3.2. Administration and Operations

6.3.3. Information Technology

6.3.4. Human Resources

6.3.5. Policies and Procedures

6.3.6. Sales and Marketing

6.3.7. Internal Policies and Procedures

6.4. Client Records

The Company may possess records from both natural and juristic entities to whom the Company has provided a service.

6.5. Other Parties

The Company may possess records pertaining to other parties including, without limitation, suppliers, contractors and service providers.

7. HUMAN RIGHTS COMMISSION GUIDELINE

7.1. The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

7.2. Any enquiry regarding this Guide should be directed to:

The South African Human Rights Commission
PAIA Unit (the Research and Documentation Department)
Private Bag X2700
Houghton, 2041
Telephone: +27 (0) 11 484-7146
Website: www.sahrc.org.za
Email: paia@sahrc.org.za

8. AVAILABILITY OF THE MANUAL

This manual will be updated as required, or as the applicable legislation changes. The latest copy is available on the Independent Claims website, www.iclaims.co.za. Alternatively, a copy may be requested from the Information Officer.