

WORLDWIDE ADVISORY SERVICES (PTY) LTD

PROMOTION OF ACCESS TO INFORMATION (PAIA)

MANUAL



Worldwide
Advisory Services

DOCUMENT MANAGEMENT
Title: WWAS Promotion of Access to Information Manual
Implementation Date: January 2025
Version Status: Version 1.0
Last Review Date:
Next Review Date: January 2026

VERSION AND APPROVAL CONTROL				
Version	Type	Summary of actions/changes	Responsible Party	Date
V 1.0	New	New document produced	WWAS Legal & Compliance Manager – Byron Bosch	January 2025
V 1.0	Approval	Approved	WWAS Director – Tyrone Waterston	January 2025
V 1.0	Approval	Approved	WWAS Director – Adrian Koekemoer	January 2025
V 1.0	Approval	Approved	WWAS Key Individual – Liese Lindeque	January 2025

Version Type:

New/Draft/Replacement
 Review (Annual/Ad Hoc)
 Amendment
 Approved

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1. Definitions

Act means the Promotion of Access to Information Act 2 of 2000 (PAIA).

Commission means the South African Human Rights Commission.

Data Subject means the person to whom personal information relates.

Head of the FSP means, of, or in relation to, a private body:-

- a) In the case of a natural person, that natural person or any person duly authorised by that natural person;
- b) In the case of a partnership, any partner of the partnership or any person duly authorised by the partnership;
- c) In the case of a juristic person:
 - i) The CEO or equivalent officer of the juristic person or any person duly authorised by that officer; or
 - ii) The person who is acting as such or any person duly authorised by such acting person.

Information Officer means, of, or in relation to a:-

- a) Public body – an Information Officer or Deputy Information Officer as contemplated in terms of section 1 or 17 of PAIA; or
- b) Private body – the head of the private body as contemplated in section 1 of PAIA.

Person means a natural person or a juristic person.

Personal Information means information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person, including, but not limited to:-

- a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- b) information relating to the education or the medical, financial, criminal or employment history of the person;
- c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- d) the biometric information of the person;
- e) the personal opinions, views or preferences of the person;
- f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- g) the views or opinions of another individual about the person; and
- h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

PoPIA means the Protection of Personal Information Act 4 of 2013.

Private Body means:-

- a) a natural person who carries or has carried on any trade, business, or profession, but only in such capacity.
- b) a partnership which carries or has carried on any trade, business, or profession; or
- c) any former or existing juristic person but excludes a public body.

Processing means any operation or activity or any set of operations, whether by automatic means, concerning personal information, including:-

- a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- b) dissemination by means of transmission, distribution or making available in any other form; or
- c) merging, linking, as well as restriction, degradation, erasure, or destruction of information.

Public Body means:-

- a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- b) any other functionary or institution when:
 - i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
 - ii) exercising a public power or performing a public function in terms of any legislation.

Requester means, in relation to:-

- a) a Public Body:
 - i) any person (other than a public body contemplated in paragraph (a) or (b) (i) of the definition of 'public body', or an official thereof) making a request for access to a record of that public body; or
 - ii) a person acting on behalf of the person referred to in subparagraph (i).
- b) a Private Body:
 - i) any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or
 - ii) a person acting on behalf of the person contemplated in subparagraph (i).

2. Introduction

Worldwide Advisory Services (Pty) Ltd, with **Registration No. 2001/030080/07**, is an authorised Financial Services Provider with **FSP No. 12964** is hereinafter referred to as "the FSP". The FSP is a Private Body that provides financial advice and renders intermediary services to clients under a license issued in terms of the Financial Advisory and Intermediary Services Act 37 of 2002.

The Act gives effect to the constitutional right of access to information held by private sector bodies and/or public bodies. This manual is prepared in accordance with the requirements of Section 51 of the Act. The purpose of this manual is to provide an outline of the types of records held by the FSP and explains how one may submit a request to access these records in terms of the Act.

A copy of this manual can be accessed on the FSP's website: www.wwas.co.za or by requesting a copy from the Deputy Information Officer, as per the contact details below.

3. Information of the Deputy Information Officer of the FSP (section 1(1)(b))

The Information Officer may appoint, where it is deemed necessary, a Deputy Information Officer(s), as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render the FSP as accessible as reasonable possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013.

All requests for information in terms of this Act must be addressed to the Deputy Information Officer, as per the details below:

Full Name: Byron Bosch

E- Mail: byron@wwas.co.za

4. Guide referred to in section 10 of the Act

In terms of section 10 of the Act, the Commission is obliged to prepare a guide containing information as may reasonably be required by a person who wishes to exercise any right contemplated in this Act. The guide must, without limiting the generality of subsection (1) of the Act, include a description of:-

- The objects of the Act;
- The contact details of the Information Officer of every public body and every Deputy Information Officer of every public body;
- Such particulars of every private body as are practicable;
- The manner and form of a request for access to a record of a public and/or private body;
- The assistance available from the Information Officer of a public body;
- The assistance available from the Commission;
- All remedies in law available, including the manner of lodging—
 - an internal appeal; and/or
 - an application with a court against a decision by the Deputy Information Officer of the private body.
- The provisions requiring a public and private body, respectively, to compile a manual, and how to obtain access to the said manual;
- The provisions providing for the voluntary disclosure of categories of records by a public and private body, respectively;
- The notices issued regarding fees to be paid in relation to requests for access; and
- The Regulations made in terms of section 92.

The Guide is available in all the official South African languages and can be accessed through the Commission's website www.sahrc.org.za or directly from the Commission, as per the details below.

The South African Human Rights Commission PAIA Unit Research and Documentation Department:

Private Bag 2700

Houghton

2041

Tel: +27 877 3600

E-mail: paia@sahrc.org.za

Alternatively, its successor.

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Tel: 010 023 5200

E-mail: enquiries@infoeregulator.gov.za

Website: www.infoeregulator.gov.za

5. Latest notice in terms of section 52(2) (if any)

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

6. Access to records held by the FSP

Records held by the FSP may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of the FSP and in this regard, the Act distinguishes between two types of requesters:

- **Personal requester:** A Personal Requester is a Requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the FSP will provide the requested information, or give access to any record regarding the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the FSP.
- **Other requester:** This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. In considering such a request, the FSP will adhere to the provisions of the Act. Section 71 requires that the Deputy Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that s/he may make a written or oral representation to the Deputy Information Officer why the request should be refused or, where required, give written consent for the disclosure of the information. However, the FSP is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the FSP.

7. Records available in terms of other legislation

- Basic Conditions of Employment Act No. 75 of 1997;
- Broad-Based Black Economic Empowerment Act, No. 75 of 1997;
- Collective Investments Schemes Control Act No. 45 of 2002;
- Companies Act No. 71 of 2008;
- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993;
- Competition Act, No.71 of 2008;
- Constitution of the Republic of South Africa 2008;
- Consumer Protection Act No. 68 of 2008;
- Copyright Act, No 98 of 1978;
- Electronic Communications Act, No 36 of 2005;
- Electronic Communications and Transactions Act, No 25 of 2002;
- Employment Equity Act No.55 of 1998;
- Financial Advisory and Intermediary Services Act No. 37 of 2002;
- Financial Intelligence Centre Act No. 38 of 2001;
- Financial Institutions (Protection of Funds) Act No. 28 of 2001;
- Financial Sector Regulations Act, No. 9 of 2017;
- Financial Services Ombud Schemes Act No. 37 of 2004;

- Friendly Societies Act No. 25 of 1956;
- Income Tax Act No. 58 of 1962;
- Insurance Laws Amendment Act No. 27 of 2008;
- Intellectual Property Laws Amendment Act, No 38 of 1997;
- Labour Relations Act No. 66 of 1995;
- Long-term Insurance Act No. 52 of 1998;
- Medical Schemes Act No. 131 of 1998;
- Occupational Health and Safety Act No. 85 of 1993;
- Pension Funds Act No. 24 of 1956;
- Prevention of Organised Crime Act No. 121 of 1998;
- Promotion of Access to Information Act No.2 of 2000;
- Protection of Constitutional Democracy against Terrorist and Related Activities Act, No. 33 of 2004;
- Protection of Personal Information Act, No. 4 of 2013;
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002;
- Security Services Act No. 36 of 2004;
- Short Term Insurance Act No. 53 of 1998;
- Skills Development Act No.97 of 1998;
- Skills Development Levies Act No. 9 of 1999;
- Unemployment Contributions Act No. 4 of 2002;
- Unemployment Insurance Act No. 63 of 2001;
- Value Added Tax Act No. 89 of 1991.

* Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a requester access on a basis other than as set out in PAIA, we shall update the list accordingly.

If a requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the Deputy Information Officer the opportunity of considering the request in light thereof.

8. Subjects and categories of records held by the FSP

Please note that all requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.:

1. FSP records	<ul style="list-style-type: none"> • Advertisements; • Compliance and Risk Documents; • Compliance Reports; • Complaints Management Framework; • Conflict of Interest Policy; • Contractual Agreements; • Disaster Recovery Plan; • Documents of registration; • FICA Manual and RMCP; • Financial Recovery Plan;
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	<ul style="list-style-type: none"> • Governance Structures; • Human Resources; • Intermediary Agreements; • Key Individual Agreements; • Licence Certificates; • Management Records; • Operational Records; • Professional Indemnity Schedule; • Remuneration Policy; • Strategy; • Technology.
2. Financial records	<ul style="list-style-type: none"> • Accounting Records; • Assets Inventory; • Banking Records; • Bank Statements; • Electronic banking records; • Financial Statements; • Invoices; • Rental Agreements; • Tax Returns.
3. Tax records	<ul style="list-style-type: none"> • Documents issued to employees for income tax purposes; • PAYE Records; • SARS Records; • All other statutory compliances: <ul style="list-style-type: none"> ○ VAT; ○ Skills Development Levies; ○ UIF; ○ Workmen’s Compensation/COIDA.
4. Personnel documents and records	<ul style="list-style-type: none"> • Any personal records provided to the FSP for their personnel; • Any records a third party has provided to the FSP about any of their personnel; • Conditions of employment and other personnel-related contractual and quasi-legal records; • Disciplinary records; • Employment contracts; • Incentive register; • Leave records; • Medical aid records; • Other internal records & correspondence; • Pension fund records; • Salary records; • Standard letters and notices; • Training manuals; • Training records.
5. Customer records	<ul style="list-style-type: none"> • Application forms for financial products;

	<ul style="list-style-type: none"> • Correspondences; • FICA KYC documents; • Intermediary disclosure; • Needs analysis; • Other compliance documents; • Policy documents; • PoPIA Notice and consent form; • Quotes; • Record of advice; • Renewal documents; • Risk profile; • Service Level Agreement.
6. Companies Act records (where the FSP is a Pty)	<ul style="list-style-type: none"> • Annual returns to the CIPC; • Documents of Incorporation; • Memorandum of Incorporation; • Minutes of meetings; • Records relating to the appointment of Directors/auditor/secretary/public officer and other officers; • Resolutions; • Share Register & other statutory registers.
7. Procurement department	<ul style="list-style-type: none"> • Standard terms and conditions for supply of services and products; • Product Provider Agreements; • Lists of Suppliers, Products, Services, & Distribution; • Policies and Procedures.

9. How to make a request for access to information

Use the prescribed Form C as per Annexure A, to make a request for access to a record. The form must be submitted to the Deputy Information Officer's e-mail address together with payment of a request fee and a deposit, if applicable. Sufficient information must be provided to enable the Deputy Information Officer to adequately identify:–

- The record(s) requested;
- The identity of the requester;
- Which form of access is required, if the request is granted;
- Specify the physical address, or email address of the requester in the Republic;
- Identify the right that the requester is seeking to exercise or protect;
- Provide an explanation of why the requested record is required for the exercise or protection of that right.

If in addition to a written reply, the requester wishes to be informed of the decision on the request, in any other manner, to state that manner and the necessary particulars to be informed of in that manner.

If the request is made on behalf of another person, submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Deputy Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The FSP will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the Deputy Information Officer that circumstances dictate that the time period not be complied with.

10. Refusal of access to records

A Private Body, such as the FSP, is entitled to refuse a request for information in the following instances:

- Mandatory protection of the privacy of a third party, who is a natural person, a deceased person (section 63), or a juristic person, as included in PoPIA, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with PoPIA;
- Mandatory protection of the commercial information of a third party (section 64) if the record contains:
 - Trade secrets of the third party;
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - Information disclosed in confidence by a third party to the FSP, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property (section 66);
- Mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).
- A computer program which is owned by the FSP, and which is protected by copyright;
- The research information (section 69) of the FSP or a third party, if its disclosure would disclose the identity of the FSP, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

If a requested record cannot be found or if the record does not exist, the Deputy Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record.

Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Deputy Information Officer refuses access to such record.

11. Decision

The FSP will, within 30 days of receipt of a request, decide whether to grant or decline a request and give notice with reasons, if required, to that effect. The 30-day period within which the FSP has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information held at another office of the FSP (other than the head office) and the information cannot reasonably be obtained within the original 30-day period. The Deputy Information Officer will notify the requester in writing should an extension be necessary.

12. Remedies available when the FSP refuses a request

Internal remedies

The FSP does not have an internal appeal procedure. The decision made by the Deputy Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Deputy Information Officer.

External remedies

A requestor that is dissatisfied with the Deputy Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

A third party dissatisfied with the Deputy Information Officer's decision not to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

13. Prescribed fees (section 51(1)(f))

The Act provides for two types of fees, namely:

- A Request Fee, which is a form of administration fee to be paid by all requesters, except personal requesters, before the request is considered and is not refundable; and
- An Access Fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the Private Body in obtaining and preparing a record for delivery to the requester.

When the request is received by the Deputy Information Officer, he shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the Regulations for this purpose, the Deputy Information Officer shall notify the requester to pay, as a deposit, the prescribed portion of the Access Fee which would be payable if the request is granted.

The Deputy Information Officer shall withhold a record until the requester has paid the fees as indicated below:

- **Request Fee**

Where a requester submits a request for access to information on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the FSP will further process the request received.

- **Access Fee**

A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

An Access Fee is not payable where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

Where a copy of a record needs to be posted the actual postal fee is payable.

The applicable Access Fees which will be payable are:

The Access Fees payable by a requester referred to in Regulation 11(3)	R
a) For every photocopy of an A4-size page or part thereof.	1.10
b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.	0.75
c) For a copy in a computer-readable form on: i) stiffer disc; ii) compact disc.	7.50 70.00
d) i) For a transcription of visual images, for an A4-size page or part thereof; ii) For a copy of visual image.	40.00 60.00
e) i) For a transcription of an audio record, for an A4-size page or part thereof; ii) For a copy of an audio record.	20.00 30.00
f) To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

- **Reproduction Fee**

Where the FSP has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

The Fees for reproduction referred to in Regulation 11(1)	R
a) For every photocopy of an A4size page or part thereof.	1.10

b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine - readable form.	0.75
c) For a copy in a computer-readable form on: i) stiffer disc; ii) compact disc.	7.50 70.00
d) i) For a transcription of visual images, for an A4-size page or part thereof ii) For a copy of visual images	40.00 60.00
e) i) For a transcription of an audio record, for an A4-size page or part thereof ii) For a copy of an audio record	20.00 30.00

▪ **Deposit Fee**

Where the FSP receives a request for access to information held on a person, other than the requester himself/herself, and the Deputy Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable Access Fee.

If a deposit has been paid in respect of a request for access, which is refused, then the Deputy Information Officer concerned must repay the deposit to the requester.

Collection of Fees

The initial "Request Fee" of R50,00 should be deposited into the bank account (details provided upon request) and a copy of the deposit slip, application form and other correspondence/documents, forwarded to the Deputy Information Officer via e-mail.

All fees are subject to change as allowed for in the Act, therefore, such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

14. Records available without a request to access in terms of the Act

Records of a public nature, typically those disclosed on the FSP's website and in its various annual reports, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Deputy Information Officer.

15. Processing of Personal Information

The FSP uses the Personal Information under its care in the following ways:

- Rendering service according to client's instructions;
- Staff administration;
- Keeping of accounts and records;
- Complying with tax laws.

16. Categories of data subjects and their Personal Information

The FSP may possess records relating to suppliers, shareholders, contractors, service providers, staff and clients:

Entity Type	Personal Information Processed
Clients – Juristic Persons/Entities	Names of Contact Persons; Name of Legal Entity; Physical, Postal Address and Contact Details; Financial Information; Registration Number; Founding Documents; Tax Related Information; Authorised Signatories, Beneficiaries, Ultimate Beneficial Owners.
Clients – Natural Persons	Names, Contact Details, Postal Address, Street Address, E-Mail Address Date, of Birth, ID Number, Tax Related Information, Nationality, Gender, Confidential Correspondence, Ethnic Group, Employment History, Marital Status, Language, Financial Information.
Service Suppliers/Product Providers	Names of Contact Persons; Name of Legal Entity, Physical, Postal Address and Contact Details, Registration Number, Founding Document, Tax Related Information, Authorised Signatories, Beneficiaries, Ultimate Beneficial Owners, Agreements, Financial Information.
Employees	Gender, Pregnancy; Marital Status; Race, Age, Language, Education Information; Financial Information; Employment History; ID number; Physical and Postal Address; Contact details; Opinions, Criminal behaviour; Medical History, Next of Kin.

17. Categories of recipients for processing the Personal Information

The FSP may supply the Personal Information to service suppliers and product providers who render the following services:

- Capturing and organising of data;
- Storing of data;
- Sending of emails and other correspondence to clients on its behalf;
- Conducting due diligence checks;
- Provision of financial products and services;
- Organisation or person that the FSP uses to collect payments and recover debts or to provide a service on its behalf;
- Any payment system the FSP utilises;
- Audit, Accounting and Compliance Services;
- Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where the FSP has a duty to share information;
- Third parties to whom payments are made on behalf of employees;
- Financial institutions from whom payments are received on behalf of data subjects;
- Any other operator not specified;
- Employees, Contractors, Representatives, Key Individual's, and temporary staff.

18. Rights of the Data Subject

A Data Subject has the right to:

- Access their Personal Information that the FSP has on record;
- Object to the processing of their Personal Information using the Prescribed Form, as per Annexure B;
- Request the FSP to correct, delete, or destroy their Personal Information using the Prescribed Form, as per Annexure C;
- Lodge a complaint with the Information Regulator <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf> or visit the website on <https://inforegulator.org.za/paia-forms/>.

19. Actual or planned transborder flows of Personal Information

Personal Information may be transmitted transborder to the FSP's suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. The FSP will endeavour to ensure that its dealers and suppliers will make all reasonable efforts to secure the said data and Personal Information.

20. General description of information security measures

The FSP employs up-to-date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care.

Measures include: Firewalls - Virus protection software and update protocols - Logical and physical access control - Secure setup of hardware and software making up the IT infrastructure - Outsourced Service Providers who process Personal Information on behalf of the FSP are contracted to implement security controls.

The FSP undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The FSP may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

Access control of persons

The FSP shall implement suitable measures in order to prevent unauthorised persons from gaining access to the data processing equipment where the data are processed.

Data media control

The FSP undertakes to implement suitable measures to prevent the unauthorised manipulation of media, including reading, copying, alteration, or removal of the data media used by the FSP and containing personal data of clients.

Data memory control

The FSP undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading, alteration, or deletion of stored data.

Access control to data

The FSP represents that the person(s) entitled to use the FSP's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

Transmission Control

The FSP shall be obliged to enable the verification and tracing of the locations/destinations to which the Personal Information is transferred by utilisation of The FSP's data communication equipment/devices.

Transport Control

The FSP shall implement suitable measures to prevent Personal Information from being read, copied, altered, or deleted by unauthorised persons during the transmission thereof or during the transport of the data media.

Organisation Control

The FSP shall maintain its internal organisation in a manner that meets the requirements of this manual.

21. Other information as may be prescribed

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

22. Availability of this manual

The manual is available for inspection on the FSP's website: www.wwas.co.za.

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....
.....
.....
.....

2. Reference number, if available:

.....
.....
.....
.....

3. Any further particulars of record:

.....
.....
.....
.....

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....
.....
.....
.....
.....

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

.....

.....

.....

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

.....

.....

.....

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

H. Notice of decision regarding request for access

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

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at this day..... ofyear

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE

FORM 1
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)



Signed at this day of20.....

.....
Signature of data subject/designated person

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

Signed at this day of20.....

.....
Signature of data subject/ designated person