



**INFORMATION MANUAL FOR RBS KATZ BRESKAL
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 RBS Katz Breskal in order to protect or exercise a right may contact the Information Officer at the following contact details:

Postal address

The Information Officer
RBS Katz Breskal
PO Box 449
Cape Town
8000

Physical address

1st Floor
Soho on Strand
128 Strand Street
Cape Town
8001

Tel: (021) 443-4400
Fax: (021) 443-4444
E-mail: mariette@rbs.co.za
Website: www.rbs.co.za

Prescribed Access Form

A request for access to a record of RBS Katz Breskal must be made in the prescribed form to RBS Katz Breskal 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 the 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

2nd 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
Contact: Chantelle Kisoon
E-mail: ckisoon@sahrc.org.za

3. TYPES OF RECORDS HELD BY RBS KATZ BRESKAL

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

Human Resources Records

These include but are not limited to the following:

- Any personal records provided to RBS Katz Breskal by their personnel;
- any records a third party has provided to RBS Katz Breskal 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 RBS Katz Breskal.

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 RBS Katz Breskal;
- any records a third party has provided to RBS Katz Breskal; and
- records generated by or within RBS Katz Breskal 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 RBS Katz Breskal.

Other Parties

RBS Katz Breskal 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 RBS Katz Breskal. The following records fall under this category: Personnel, customer or RBS Katz Breskal records which are held by another party as opposed to being held by RBS Katz Breskal; and records held by RBS Katz Breskal 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 RBS Katz Breskal 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 fees (excluding VAT) that the requester must pay to RBS Katz Breskal is as follows:
 - For every photocopy of an A4-sized page or part thereof - R1,00
 - For every printed copy of an A4 sized page or part thereof held on a computer or in electronic form - R1,00
 - For a copy in a computer-readable form on a compact disk - R50,00
 - For a copy of an audio report - R20,00
 - Any other request - R50,00
 - An additional fee may be charged should documentation / information have to be searched for and prepared for disclosure – R40,00 per hour
- 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 RBS Katz Breskal's office, free of charge, as well as on the RBS Katz Breskal's website, and copies are available at the South African Human Rights Commission.

ANNEXURE A:
FORM FOR APPLICATION OF INFORMATION
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

A. Particulars of private body

The Head: _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____
Identity number: _____
Postal address: _____
Fax number: _____
Tel number: _____
E-mail address: _____
Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____
Identity number: _____

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:

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 hereunder, 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 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 (tick applicable box)

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:

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 of _____ 20 _____