

PURPOSE OF PAIA MANUAL

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The purpose of the PAIA Manual is to:

- determine what categories of records are held by AMI Underwriting Managers
- understand how to make a request for information or records
- determine what records are available
- access the contact details of the information officer
- access the guide on how to use PAIA published by the regulator
- determine the purpose of processing of personal information, categories of data subjects, recipients of personal information and whether there will be transfer of personal information outside the Republic of South Africa
- know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed

KEY CONTACT DETAILS

OF AMI UNDERWRITING MANAGERS

CEO and Information Officer:	Christelle Colman
PO Box:	PO Box 2662, Durbanville, 7550
Tel:	087 700 9695
Physical Address:	27 Ruitershoogte Avenue, Vierlanden, Durbanville
Email:	christelle@amisure.co.za
Website:	www.amisure.co.za

GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The guide provides valuable information on how to request information. The guide is available in all national languages.

You can access the Guide on how to use PAIA (issued by the regulator) by accessing it here:	PAIA-Guide-English
You can access the Guide on how to use PAIA (issued by the regulator) by accessing it here	InfoRegSA-PAIA-Manual
If for any reason the links do not open, you can access them on the regulator's website at https://info regulator.org.za	

CATEGORIES OF RECORDS

OF AMI UNDERWRITING MANAGERS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS:

All documents on the website (www.amisure.co.za) that is available for public access and information published on the FSCA website relating to AMI.

DESCRIPTION OF THE RECORDS

OF AMI UNDERWRITING MANAGERS (BY LEGISLATION)

Subject & nature of record	Data subjects	Regulation
Strategic Documents, Plans, Proposals Annual Reports, Strategic Plan, Annual Performance Plan. Human Resources - HR policies and procedures Advertised posts Employees records	Employees, Public Officers, Prospective Employees	Companies Act
PAIA Manual and related records	Company	Promotion of Access to Information Act Electronic Communications and Transactions Act
Financial records	Company	Income Tax Act Value Added Tax Act
Operational, Systems, Marketing, Databases, Policies and Procedures	Company	Financial Advisory and Intermediary Services Act Protection of Personal Information Act Financial Intelligence Centre Act Short term Insurance Act
Personal Information that may be processed		
Customers / Clients / Policyholders name, address, registration numbers or identity numbers, employment status and bank details	Customers	Financial Advisory and Intermediary Services Act Protection of Personal Information Act Financial Intelligence Centre Act Short term Insurance Act
Service Providers names, registration number, vat numbers, address, trade secrets and bank details	Service Providers	Financial Advisory and Intermediary Services Act Protection of Personal Information Act Financial Intelligence Centre Act Short term Insurance Act
Employees address, qualifications, gender and race	Employees and Prospective Employees	Basic Conditions of Employment Act Labour Relations Act Employment Equity Act The Unemployment Insurance Act Protection of Personal Information Act
Personal Information that may be shared		
Nature of information	Third party	Regulation

Identity number and names, for criminal checks Qualifications, for qualification verifications Credit and payment history, for credit information Policyholder information	South African Police Services South African Qualifications Authority Credit Bureaus Product Providers	Financial Advisory and Intermediary Services Act Protection of Personal Information Act Financial Intelligence Centre Act Short term Insurance Act
Planned transborder flows of personal information		
None		

FORMS AND PROCESS

To request access to information you need to submit the [REQUEST FOR ACCESS TO RECORD](#) form and submit this to the Information Officer of Ami. Depending on the nature of the request a fee may be payable.

Ami may refuse to provide information to protect privileged, confidential information, information otherwise protected by legislation or information protected by contractual arrangements. If you are dissatisfied with the response you may refer this refusal to the regulator by submitting the [COMPLAINT FORM](#).

INFORMATION SECURITY MEASURES

IMPLEMENTED BY AMI UNDERWRITING MANAGERS

AMI has implemented an information security and privacy policy (including supporting processes) to ensure the confidentiality and integrity of the personal information under the care of the AMI. This includes Data Encryption, Antivirus and Anti-malware Solutions.

This manual is available for public inspection (on request during office hours) and online (at any time).

The Information Officer
Christelle Colman

ADOPTION AND APPROVAL

Adopted by AMI CEO Christelle Colman in July 2022