

Promotion of Access to Information Act, 2 of 2000 Section 51, Policy

For

OracleMed Health Proprietary Limited

OracleMed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia
Insurance Company Limited, an authorized FSP 31111

Contents

INTRODUCTION	3
CONTACT DETAILS	3
RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION	4
ACCESS TO RECORDS HELD BY ORACL MED HEALTH PROPRIETARY LIMITED	5
RECORDS WHICH MAY BE REQUESTED IN TERMS OF THIS ACT	5
FORM OF REQUEST – ANNEXURE A	6
FEE S PAYABLE FOR REQUEST – ANNEXURE B	6
OTHER INFORMATION THAT MAY BE PRESCRIBED	7
AVAILABILITY OF THE PAIA MANUAL	7
ANNEXURE A - REQUEST FOR ACCESS TO AN ORACL MED HEALTH PROPRIETARY LIMITED RECORD	8
ANNEXURE B – FEE S IN RESPECT OF PRIVATE BODIE S	11

Oraclemed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

INTRODUCTION

OracleMed Health Proprietary Limited is an Authorised Financial Services Provider that offers advice and intermediary services to clients on financial products, under a license issued in terms of the Financial Advisory and Intermediary Services Act, Act 37 of 2002. Details in terms of Section 51 of PAIA Act

CONTACT DETAILS

OracleMed Health Proprietary Limited

David van der Knaap - **Key Individual**

Physical address:

31 Impala Road, Chislehurst, Sandton, 2196

P O Box 786741, Sandton, 2146

t +27 11 326 7564

f +27 11 326 7531

e david@oraclemed.com

A hard copy of this guide is available from the South African Human Rights Commission or via their website.

The South African Human Rights Commission – PAIA Unit

The Research and Documentation Department

Private Bag 2700 Houghton 2041

t 011 877 3600

f See SAHRC website for regional office fax numbers

e lidlamini@sahrc.org.za

w www.sahrc.org.za

OracleMed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

- Basic Conditions of Employment 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
- Consumer Protection Act No. 68 of 2008
- 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 Services Board Act No. 97 of 1990
- 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
- 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
- Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004
- Security Services Act No. 36 of 2004
- Short Term Insurance Act No. 53 of 1998
- Skills Development Act No.97 of 1998
- Skills Development Act No.97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

Oraclemed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

ACCESS TO RECORDS HELD BY ORACLEMED HEALTH PROPRIETARY LIMITED

The latest notices of records are available without having to request access in terms of section 52 (2) of this Act, and at no cost

- Brochures
- Documents related to business marketing activities

RECORDS WHICH MAY BE REQUESTED IN TERMS OF THIS ACT

ADMINISTRATION

- Licence of product categories
- Correspondence

HUMAN RESOURCES

- Mandates
- Policies and procedures
- Training
- Remuneration registers and benefits policies

OPERATIONS

- Compliance manual – FAIS
- Compliance reports
- Complaints procedures
- Procedures manual - FICA
- Records of advice
- Register of key individuals
- Register of representatives
- Record of continued compliance by representatives

FINANCE

- Accounting and audit records
- Financial statements

Oraclemed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

FORM OF REQUEST – ANNEXURE A

Use the prescribed form for access to a record. Address it to OracleMed Health Proprietary Limited.

Send it to the address, fax number or email address of the Key Individual.

Please provide sufficient detail in order to identify the record and the requester. Please indicate which access form is required. Indicate if any other way must be used to inform the requester and give details of this.

Please identify which right needs to be exercised or protected and provide an explanation.

If a request is made on behalf of another person, please submit proof that you are allowed to do so. Your reason must satisfy the Key Individual

FEES PAYABLE FOR REQUEST – ANNEXURE B

Anyone who seeks access to a record containing personal information about themselves does not have to pay a fee. Everyone else must pay the required request fee.

The Key Individual will notify the requester of the fee payable, before processing the request.

The fee to the Key Individual is R100. You may lodge an application to the court against the tender or payment of this fee.

After the Key Individual has considered the request, you will be notified in writing.

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.

OTHER INFORMATION THAT MAY BE PRESCRIBED

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

AVAILABILITY OF THE PAIA MANUAL

Copies are also available from the SAHRC.

ANNEXURE A - REQUEST FOR ACCESS TO AN ORACLEMED HEALTH PROPRIETARY LIMITED RECORD

PARTICULARS OF PRIVATE BODY INSTRUCTIONS

- Please provide particulars of the person who is requesting access

1) PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

Full Name	Surname	Identity Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Postal Address		
<input type="text"/>		
Telephone Number	Fax Number	E-mail Address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Capacity of requester, when request is made on behalf of another person		
<input type="text"/>		

2) ON WHOSE BEHALF IS THE REQUEST IS MADE

Full Name	Surname	Identity Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

3) PARTICULARS OF RECORD

- Full particulars of the requested record, including the reference number (if known), to help locate the record.
- If you need more space, please continue on a separate folio and attach it to this form. Please sign all additional folios

Description of record or relevant part of the record	Reference number, if available	Any further particulars of record
<input type="text"/>	<input type="text"/>	<input type="text"/>

4) FEES

- A request for access to a record will only be processed after the request fee has been paid (excluding a request for personal information)
- You will be notified of the required amount of the fee
- The fee payable for a record depends on the form in which it is required and the reasonable time needed to search for and prepare it
- If you qualify for exemption of the payment, please state the reason

Reason for exemption from payment of fees

Oraclem Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

5) ACCESS TO RECORD FORM

- If you have a disability and cannot read, view or listen to the record in the form provided, state your disability and indicate in which form you need the record

Disability Form in which record is needed

- Mark the appropriate box with an X
- Compliance with your request may depend on the form in which the record is available
- Access in the form requested may be refused in certain circumstances. In such case, you will be informed if access will be granted in another form
- The fee payable, 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 (photographs, slides, video recordings, computer-generated images, sketches etc)

View images Copy of images Transcription of images

3) If record consists of recorded words or information which can be reproduced in sound

Listen to 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 Printed copy of information derived from record Copy in computer-readable form

* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

Yes No

Postage is payable.

6) 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 and sign all the additional folios

Indicate which right is to be exercised or protected

Explain why the record requested is required for the aforementioned right

OracleMed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

7) 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 and provide the necessary details for us to comply

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

Signed at on this day of 20

Full Name of Requester / Person on whose behalf the request is made

Signature of Requester / Person on whose behalf the request is made

Oraclemed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

ANNEXURE B – FEES IN RESPECT OF PRIVATE BODIES

The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.50 for every photocopy of an A4-size page or part thereof.

The fees for reproduction referred to in regulation 11(1) are as follows <ul style="list-style-type: none"> For every photocopy of an A4-size page or part thereof For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form 	R1.50 R1.00
For a copy in a computer-readable form on <ul style="list-style-type: none"> Memory Stick 	R100.00
For a transcription of visual images <ul style="list-style-type: none"> A4 size page or part thereof A copy of visual images 	R60.00 R80.00
For a transcription of an audio record <ul style="list-style-type: none"> A4 size page or part thereof A copy of an audio record 	R50.00 R50.00

The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R100.00

The access fees payable by a requester referred to in regulation 11(3) are as follows <ul style="list-style-type: none"> For every photocopy of an A4-size page or part thereof For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form 	R1.50 R1.00
For a copy in a computer-readable form on Memory Stick	R100.00
For a transcription of visual images <ul style="list-style-type: none"> A4 size page or part thereof A copy of visual images	R60.00 R80.00
For a transcription of an audio record <ul style="list-style-type: none"> A4 size page or part thereof A copy of an audio record	R50.00 R50.00

For purposes of section 54(2) of the Act, the following applies

- Forty-Eight hours must be exceeded before a deposit is payable; and
- Two third of the access fee is payable as a deposit.

The actual postage is payable by the requester when a copy of a record is be posted.

Oraclem Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111