

PAIA Manual for:
TOKTOKKIE COMPARATIVE SERVICES (PTY)
LTD

Prepared pursuant to the stipulations set forth in Section 10 of the PROMOTION OF ACCESS TO INFORMATION ACT No. 2 of 2000 (hereinafter referred to as the "Act").

Introduction

This document pertains to a proprietary South African entity engaged in furnishing systems and administrative support to the insurance industry. The Promotion of Access to Information Act (PAIA) mandates the right to access information, encompassing personal data retained by entities such as ours, delineated within this compendium. It elucidates the protocol for individuals to safeguard their personal data in consonance with the Protection of Personal Information Act (POPIA) and to petition for access to documents pursuant to the PAIA. We have discharged the statutory obligation incumbent upon private entities under Section 51(1) of the Act by crafting manuals delineating our records expeditiously. Although this manual expounds upon our procedures for accessing our records, the Act necessitates information disclosure save for exceptional circumstances, including safeguarding business confidentiality or privacy rights

Business Information

Name:

TOKTOKKIE COMPARATIVE SERVICES (PTY) LTD

Physical Address:

34 Fever Tree Estate

93 Van Dalen Road

Willowbrook

Roodepoort

1724

Email:

info@toktokkie.co.za

Website:

www.toktokkie.co.za

South African Human Rights Commission Releases Access to Information Guidelines

The Promotion of Access to Information Act requires the South African Human Rights Commission to create basic standards for its use, as stated in Section 10 of the statute. These guidelines are available at <http://www.sahrc.org.za>. The South African Human Rights Commission's Chief Executive Officer can be reached at 33 Hoofd Street, Braamfontein, 2nd floor, Braampark Forum 3, if you have

any questions or require assistance with them. They can be reached via phone at 011 877 3750 or by fax at 011 403 0668. Copies of the Guide are conveniently available at various locations for public access. You can obtain them at the office of the Government Communications and Information Services, the Library of Parliament in Cape Town, the South African Library in Cape Town, the Natal Society Library in Pietermaritzburg, the State Library in Pretoria, City Library Services in Bloemfontein, and the National Film, Video, and Sound Archives in Pretoria. Moreover, copies of the Guide in all official languages can be found at all offices of public bodies, all Magistrates' Offices, all offices of the Department of Justice and Constitutional Development, and all Post Offices. Additionally, the Guide is accessible both at all offices and on the website of the South African Human Rights Commission, www.sahrc.org.za.

Comprehensive Records Management: Toktokkie Comparative Services (Pty) Ltd Under Companies Act 71 of 2008

TOKTOKKIE COMPARATIVE SERVICES (PTY) LTD maintains a variety of records across different subjects and categories, as outlined in section 51 (1) (e) of the Companies Act 71 of 2008. These include records related to company incorporation, such as documents of incorporation and records concerning the appointment of directors, auditors, secretaries, public officers, and other officials. Additionally, the company keeps statutory registers and records required by authorized financial service providers.

Detailed Records: Toktokkie Comparative Services (Pty) Ltd's Commitment to Document Integrity

In terms of financial and administrative records, TOKTOKKIE COMPARATIVE SERVICES (PTY) LTD maintains minutes of both management and staff meetings, along with correspondence, asset inventories, annual financial statements, and tax returns. Various accounting records, including bank statements, invoices, income tax records, PAYE records, and records of payments made to the South African Revenue Service (SARS) on behalf of employees, are also diligently maintained. Furthermore, the company keeps records related to VAT, skills development levies, UIF, and workman's compensation. Human resource records are meticulously managed, encompassing employment contracts, disciplinary records, salary and leave records, as well as training records.

Toktokkie Comparative Services (Pty) Ltd's Management of Contractual Agreements and Records

In its operations, TOKTOKKIE COMPARATIVE SERVICES (PTY) LTD adheres to compliance standards, maintaining a FAIS compliance manual and contractual agreements with suppliers and clients. Records pertaining to policyholder applications and documentation required by insurance providers are also carefully managed, along with registers of brokers/agents and associated agreements.

Data Security Assurance: Toktokkie Comparative Services (Pty) Ltd's Commitment to Confidentiality and Integrity

Security measures to safeguard personal information are of paramount importance to TOKTOKKIE COMPARATIVE SERVICES (PTY) LTD. As such, the company implements a comprehensive array of measures designed to ensure the confidentiality, integrity, and availability of personal data in its possession. All personal information, whether at rest or in transit, is encrypted using industry-standard encryption algorithms. This includes data stored on servers, transmitted over networks, and

during backup processes. Access to personal data is strictly controlled and limited to authorized personnel who require it for their job functions. Role-based access controls are implemented to ensure that employees only have access to the information necessary for their specific roles. Robust firewalls and IDS are deployed to monitor and filter network traffic, preventing unauthorized access and detecting any suspicious activity in real-time. The company conducts regular security audits and assessments to identify vulnerabilities and gaps in its systems and processes. Robust backup procedures are in place to ensure that personal data can be recovered in the event of data loss or corruption. Additionally, disaster recovery plans are regularly tested to minimize downtime and ensure the continuity of operations. Third-party vendors that handle personal data on behalf of the company are carefully vetted to ensure they meet stringent security standards. Contracts with vendors include provisions for data protection and security requirements. The company ensures compliance with relevant data protection laws and regulations, including the Protection of Personal Information Act (POPIA) in South Africa, as well as other international standards such as the General Data Protection Regulation (GDPR) where applicable.

Accessing Information: Steps and Criteria for Requesting Records from Toktokkie Comparative Services (Pty) Ltd

To request access to a record, individuals must follow these steps: Complete the official request form, available at our offices or online at [Your Website], and send it to the designated Head of Business as specified in Section 2. Ensure the request is submitted via the business's address, fax number, or email, providing adequate information for the Head of Business to identify both the requester and the desired record. Clearly indicate the required type of access and specify the preferred communication channel for updates, ensuring accurate contact details are provided for effective communication. To satisfy the Head of Business, requesters must provide proof of authority if making requests on behalf of others. Additionally, when seeking access to information, requesters must include the statutory request fee.

Access Restrictions: When Information Requests Are Denied

Access to any record may be declined under specific circumstances, including the protection of third-party commercial information (such as trade secrets), safeguarding financial, commercial, scientific, or technical data that may negatively impact third-party interests, preserving confidentiality owed to third parties, ensuring individual safety or preserving life, maintaining the security of property or transportation means, preventing actions that could compromise public safety, respecting legal privileges in court proceedings unless waived, safeguarding details of computer programs, preventing disclosures that could affect competitive advantage or negotiation positions, safeguarding trade secrets or sensitive information that could harm the organization's interests or financial stability, and protecting documents related to ongoing or planned research and development activities. If access to a record or relevant information is denied, we will provide sufficient reasons for the denial, along with notice of your option to challenge the decision in court, including the applicable process and deadline.

Understanding Access Fees: Regulations and Categories

According to the regulations outlined in the Act, specific fees are designated. There are two primary fee categories mandated by the Act. When making a request to access any record, there is a non-refundable fee of R 50 (excluding VAT). However, an additional charge of R100.00 per hour applies if the preparation of the requested record exceeds one hour. This additional fee is not applicable if the

request pertains to the requester's personal records. Certain circumstances may exempt this fee. Prior to gaining access to records in the appropriate format, an access fee must be paid. Government Notice Number 187, Regulation 11 details Part III of Annexure A, which outlines the relevant fees.

Protecting Individual Data

360 A&S aims to consistently maintain the highest standard of care and diligence to ensure compliance with the Protection of Personal Information Act 4 of 2013. The company's privacy statement can be found on our website at www.pol360.co.za. 360 A&S will consistently apply all relevant laws and regulations as a custodian and curator of personal information to ensure that personal data is processed fairly and lawfully, respecting the privacy of the data subject. To promote and ensure compliance with applicable laws, 360 A&S has appointed an Information Protection Officer and a Deputy Information Officer, both of whom are employees of the company.

Seeking Access to Personal Data

As per Section 22 of the Protection of Personal Information Act, individuals whose personal information is under the custody of a responsible entity have the entitlement to request confirmation from said entity regarding possession of their personal data (referred to as the "data subject"). Furthermore, they are entitled to demand a description of this data and information regarding its access history. Should any such requests arise, it is imperative to consult the Information Protection Officer to ensure proper adherence to protocols. Section 23 of the Protection of Personal Information Act further delineates an individual's right to rectify inaccurate, incomplete, misleading, outdated, unlawfully obtained, irrelevant, or excessive personal information held by the responsible entity.