



BOLAND FUNERAL  
ADMINISTRATORS

# **THE PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL**

for the Financial Services Provider registered as

**Boland Funeral Administrators CC**  
**FSP No 51143**

trading as

**BGSA**

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended from time to time)

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## 1. Introduction

Boland Funeral Administrators t/a BGSA, is an authorised financial services provider that renders intermediary services to clients on financial products under a licence issued in terms of the Financial Advisory and Intermediary Services Act, Act 37 of 2002.

The Promotion to Access of Information Act requires us to draft and make this PAIA manual available to you. PAIA requires the information officer of a private body to compile a manual that contains information on the records it holds.

A 'private body' means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. We are a private body.

Where a request is made in terms of the Act, the body to whom the request is made must consider whether to release the information, giving due consideration to applicable legislative and/or regulatory requirements, except where the Act expressly states that the records containing such information may not be released.

We respect your right of access to information. This manual will help you (the requester of information) to exercise that right and help you know how you may get access to our records.

## 2. Our Details

### 2.1 HEAD OFFICE

Name of Business: Boland Funeral Administrators t/a BGSA

Postal Address: 5 Marchand Square, Rose Street, Wellington, Western Cape, 7655

Physical Address: 5 Marchand Square, Rose Street, Wellington, Western Cape, 7655

Telephone Number: 021 873 5392

Email Address: [info@bgsagroup.co.za](mailto:info@bgsagroup.co.za)

### 2.2 INFORMATION OFFICER:

Name & Surname: Marizelle Oosthuisen

Telephone Number: 021 873 5392

Email Address: [marizelle@bgsagroup.co.za](mailto:marizelle@bgsagroup.co.za)

### 2.3 DEPUTY INFORMATION OFFICER:

Name & Surname: Vernon Oosthuisen

Telephone Number: 021 873 5392

Email Address: [vernon@bgsagroup.co.za](mailto:vernon@bgsagroup.co.za)

## 3. Further Guidance From The Information Regulator

For further guidance, contact the Information Regulator. They have compiled a PAIA guide in each official language of South Africa on how to exercise your rights under PAIA.

Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)

Contact Number: 010 023 5200

Email Address (Enquiries): [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

Email Address (Complaints): [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

Postal Address: PO Box 3153, Braamfontein, Johannesburg, 2017

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

## 4. Records Which We Make Automatically Available

We make some records available without a person having to request access in terms of section 52 (2) of this Act, and at no cost:

<b>TYPE OF RECORD</b>	<b>SUBJECT</b>	<b>HOW YOU CAN ACCESS IT</b>
Documents of CC	Directors' names Documents of incorporation	BizPortal
Financial Records	Banking details	Request by Email
Documents related to Business Activities	Brochures, Pamphlets, Newsletters	Request by Email
Regulatory and Administrative	FSP License Conflict of Interest Management Policy Internal Complaints Procedures Treating Clients Fairly Policy  POPI Policy PAIA Manual	Request by Email      Website

## 5. Records We Hold To Function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them. These are records that most organisations have.

License of Product Categories
Supplier Information
Risk Management & Compliance Program
POPI Policy
Agreements
Disciplinary Records
Correspondence
Mandates
Financial Statements
Banking Records
Salary Records
PAYE Records
Register of Representatives
Register of Key Individuals
Clients Register
Rental Agreements
Insurance Policies

## 6. Records We Hold To Comply With The Law

We hold records that all organisations are required by law to hold. Records available in terms of any other legislation.

Basic Conditions of Employment Act No. 75 of 1997
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
Electronic Communications and Transactions Act 25 of 2002
Electronic Communications Act 36 of 2005
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
Insurance Laws Amendment Act No. 27 of 2008
Income Tax Act 58 of 1962
Long-term Insurance Act No. 52 of 1998
Labour Relations Act No. 66 of 1995
Occupational Health and Safety Act 85 of 1993
Prevention of Organised Crime Act No. 121 of 1998
Prevention & Combating of Corrupt Activities Act 12 of 2004

Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004
Promotion of Access to Information Act, No 2 of 2000
Protection of Personal Information Act, No. 4 of 2013
Skills Development Act 97 of 1998
Trade Marks Act 194 of 1993
Unemployment Insurance Act No. 63 of 2001
Unemployment Insurance Contributions Act 4 of 2002

## 7. How You Can Request Access

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete Form 2.

Please submit the completed form (together with the relevant request fee we explain below) to our information officer's email address or our physical address using the details we provide. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access you require
- specifies your email address, postal address, or fax number, describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

## 8. How We Will Give You Access

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## 9. How Much Will It Cost You

### Request fees

When submitting your request, you must pay us a request fee as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request, setting out the application procedure.

### Access fees

If we grant the request, you will have to pay us a further access fee the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee.

The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

## **10. Grounds For Us To Refuse Access**

We may have to refuse you access to certain records in terms of PAIA to protect:

- Someone else's privacy
- Someone else's confidential information
- The safety of individuals and property
- Another company's commercial information
- Research information
- Records privileged from production in legal proceedings

Our decision on giving you access:

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

## **11. Remedies Available If We Refuse To Give You Access**

If we deny your request for access, you may:

- Apply to a court with appropriate jurisdiction, or
- complain to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

## **12. How We Process and Protect Personal Information**

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

## **13. Availability of This Manual**

This manual is available in English in electronic format on our website and in physical format at the reception of our company offices.

## **14. Updates to This Manual**

We will update this manual whenever we make material changes to it.

**ANNEXURE B****FEES IN RESPECT OF PRIVATE BODIES:**

ITEM	DESCRIPTION	AMOUNT
1	Request fee, payable by every requester	R100
2	Photocopy or printed black & white copy for every A4 page	R1.50 per page or part of the page
3	Printed copy of A4-size page	R1.50 per page or part of the page
4	For a copy in a computer-readable form on: <ul style="list-style-type: none"><li>•a flash drive (provided by the requester)</li> <li>•a compact disc (CD) if the requester provides the CD to us</li> <li>•a compact disc (CD) if we give the CD to the requester</li></ul>	R40.00  R40.00  R60.00
5	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7	For a transcription of an audio record, per A4-size page	R24.00
8	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disc (CD) if the requester provides the CD to us For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R40.00  R40.00  R60.00
9	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure  The search and preparation fee cannot exceed	R100.00    R300.00
10	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11	Postage, email or any other electronic transfer	Actual expense, if any.