

# TSA Administration (Pty) Ltd

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## PAIA Manual

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

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|-------------|--|
| 1.1 | “IO“        | Information Officer;   |
| 1.2 | “Minister”  | Minister of Justice and Correctional Services;                     |
| 1.3 | “PAIA”      | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.4 | “POPIA”     | Protection of Personal Information Act No.4 of 2013;               |
| 1.5 | “Regulator” | Information Regulator; and   |
| 1.6 | “Republic”  | Republic of South Africa   |
| 1.7 | “TSA”       | TSA Administration (Pty) Ltd                                       |

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF TSA ADMINISTRATION**

#### 3.1. Information Officer

Name: Greg Smith  
Tel: 031 5611 044  
Email: greg@tsaadmin.co.za

#### 3.2 Access to information general contacts

Email: carol@tsaadmin.co.za

### 3.3 Head Office

Postal Address: PO Box 1024  
Umhlanga Rocks  
4320

Physical Address: 18 Weaver Crescent  
Umhlanga Rocks  
4319

Telephone: 031 5611 044

Website: [www.tsaadmin.co.za](http://www.tsaadmin.co.za)

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The aforesaid Guide contains the description of:

4.2.1. the objects of PAIA and POPIA;

4.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of:

4.2.2.1. the Information Officer of every public body, and

- 4.2.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 4.2.3. the manner and form of a request for:
  - 4.2.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 4.2.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.2.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.2.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.2.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
  - 4.2.6.1. an internal appeal;
  - 4.2.6.2. a complaint to the Regulator; and
  - 4.2.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a

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<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

decision by the Regulator or a decision of the head of a private body;

4.2.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.2.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.2.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.2.10. the regulations made in terms of section 92<sup>11</sup>.

4.3. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.4. The Guide can also be obtained:

4.4.1. upon request to the Information Officer;

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

## **5. CATEGORIES OF RECORDS OF TSA ADMINISTRATION WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO FORMALLY REQUEST ACCESS**

Records of a public nature, typically those disclosed on the TSA Administration website, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

## **6. DESCRIPTION OF THE RECORDS OF TSA ADMINISTRATION WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Where applicable to its operations, TSA Administration also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

Basic Conditions of Employment Act, Companies Act, Compensation for Occupational Injuries & Diseases Act, Electronic Communications and Transactions Act, Employment Equity Act, Financial Advisory and Intermediary Services Act, Financial Intelligence Centre Act, Financial Services Board Act, Income Tax Act, Labour Relations Act, Long Term Insurance Act, Occupational Health and Safety Act, Pension Funds Act, Promotion of Equality and Prevention of Unfair Discrimination Act, Protection of Constitutional Democracy Against Terrorist and related Activities Act, Protection of Personal Information Act, Skills Development Act, Skills Development Levies Act, South African Qualifications Authority Act, Unemployment Insurance Act and the Value Added Tax Act.

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

In order to effectively carry out our responsibility in terms of administering group risk policies for long term life insurers, we are required to receive, hold and manage the personal information of employees who make up group schemes. The policies we administer include, but are not necessarily limited to offering life, disability, dread disease, accident and funeral cover. To carry out the above it is also necessary for us to hold information relating to the employers of the employees, as well as the Financial Service Providers of those employers.

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Members of group schemes	Name, address, identity numbers, gender, salary, employer details, contact details
Employers	Name, registration number, vat number, contact details, bank details, authorised signatories, beneficiaries, ultimate beneficial owners
Financial Service Providers	Name, registration number, vat number, contact details, bank details, authorised signatories, beneficiaries, ultimate beneficial owners
Employees of TSA	Name, address, identity numbers, gender, salary, contact details, education information, employment history



8.3 The recipients or categories of recipients to whom the personal information may be supplied

<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>	<b>Category of personal information</b>
Insurers (only for schemes / members that they cover)	All
FSCA (or other regulatory bodies with the authority to request the information)	All

8.4 Planned transborder flows of personal information

Our online backups are hosted in Europe with a company called Acronis.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

All data is saved in a secure server guarded by a Sophos firewall, the data can only be accessed remotely using a VPN which encrypts data to and from the server. In order to connect using the VPN we are required to have credentials that are valid as well as multi-factor authentication is active (OTP). All passwords are required to have a minimum of 8 characters and consist of an uppercase, special character, and numeric value. All equipment is protected with ESET antivirus and emails are protected by Mimecast. We back up 12 months of data to ensure that we do not lose any information and if the servers are compromised, we can easily wipe and restore.

## 9. AVAILABILITY OF THE MANUAL AND GUIDE

9.1 A copy of the Manual is available:

9.1.1 on [www.tsaadmin.co.za](http://www.tsaadmin.co.za);

9.1.2 at the head office of TSA Administration for public inspection during normal business hours;

9.1.3 to any person upon request; and

9.1.4 to the Information Regulator upon request.

9.2 A copy of the PAIA Guide is available from TSA in the following languages; English, Afrikaans, Sepedi, SeSotho, Tsonga, Tswana, Venda, Swati, isiZulu, Xhosa and Ndebele.

## 10. UPDATING OF THE MANUAL

TSA will on an annual basis update this manual.

### Review Register

Date of Review	Reviewed by	Next Review Date	Senior Management Approval (sign off)
November 2022	Greg Smith	November 2023	Approved previously
November 2023	Greg Smith	November 2024	Approved previously
November 2024	Greg Smith	November 2025	