

Document Information	
Document Type	Manual/ Policy
Title	PAIA Promotion of Access to Information Manual
Department/Section	Wealthport (Pty) Ltd
Reviewed	
Signed off	
Revision number	Version 1.1
Date of Implementation	1 July 2021
Review date (compulsory)	June 2022

Document History

Date	Version	Reviewer(s)	Action/ Comments
June 2021	1.0	Paul Nel	Review and update Manual
June 2021	1.1	Catherin vd Merwe	Review and update consolidate manual

Document Governance

Implementation	
Effective Date	1 July 2021
Update Frequency	Annually
Next Review Date	1 July 2022

Document Approval History

Approved By	Document Version	Date of Approval
Catherin M vd Merwe	1.1	22 June 2021

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1. INTRODUCTION AND INTERPRETATION

Wealthport (Pty) Ltd (“Wealthport”), with registration number 2012/028578/07, is an FSCA approved, Category III administrative financial services provider and approved by the Pension Funds Regulator as a 13B retirement funds administrator and must **therefore** compile this manual to provide information about:

- 1.1 The contact details of Wealthport;
- 1.2 The records held by Wealthport;
- 1.3 The records that are automatically available without having to request access in terms of PAIA; and
- 1.4 Where access to a record must be submitted under PAIA, and the conditions thereto.

2. WEALTHPORT Contact details

Wealthport (Pty) Ltd will deal with all requests relating to the Promotion of Access to Information Act via the following contact details.

Email	compliance@wealthport.co.za
Telephone	010 593 3103
Physical address	Block A Capital Park Erling Road Riverglen Dainfern 2191
Postal address	Postnet Suite 451 Private Bag X51 Bryanston 2021

3. COMMISSION’S GUIDE ON HOW TO APPLY FOR RECORDS UNDER PAIA

- 3.1. PAIA grants a Requester access to records of a private body, if the record is required for the exercise or protection of any rights.
- 3.2. Requests in terms of PAIA must be made in accordance with the prescribed procedures, at the rates provided.

3.3. Requesters are referred to the Guide in terms of Section 10 of PAIA (the Guide), which has been compiled by the Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the Commission.

3.4. The contact details of the Commission:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11-877 3600
Fax Number:	+27-11-403 0625
Website:	www.sahrc.org.za
Contact Person:	Tshepang Sebulela
Email:	tsebulela@sahrc.org.za

4. RECORD TYPES

4.1. RECORDS KEPT IN TERMS OF ANY OTHER LEGISLATION

All records kept and made available in terms of legislation applicable to Wealthport (Pty) Ltd or as it applies to the specific environment in which the entity operates, are available in accordance with said legislation.

4.2. RECORDS AVAILABLE WITHOUT REQUESTING ACCESS

A private body may, on a voluntary basis, submit to the Minister a description of categories of records, without a person having to request access in terms of the Act.

Wealthport (Pty) Ltd has not submitted any such description for publication in the Gazette.

4.3. RECORDS AVAILABLE ON REQUEST

We set out below the subjects and categories of records that are available on request, subject to access being denied as set out in the Act:

- Client-related records;
- Personnel records;
- Private body records; and
- Records in the possession of or pertaining to other parties.
- Client-related records
- Any natural or juristic entity to whom Wealthport (Pty) Ltd provides services is deemed to be a Client for the purposes of the Act.

Client-related information includes:

- Records a client has provided to a third party acting for or on behalf of Wealthport (Pty) Ltd;
- Records a third party has provided to Wealthport (Pty) Ltd; and
- Records generated internally by Wealthport (Pty) Ltd pertaining to the client.

Personnel records refers to any person who:

- works for or provides services to or on behalf of Wealthport; and
- receives or is entitled to receive remuneration;

This includes,

- Directors and executives;
- All permanent, temporary and part-time staff;
- Contract workers.

4.4. PERSONNEL RECORDS

Personnel records include the following:

- Personal records provided to Wealthport (Pty) Ltd by the personnel;
- Personal records provided by a 3rd party to Wealthport (Pty) Ltd relating to their staff;
- Conditions of employment;
- Quasi-legal records;
- Other internal records.

4.5. PRIVATE BODY RECORDS

A private body's records relate to the body's own affairs and include:

- Financial records;
- Operational records;
- Databases;
- Information technology;
- Marketing records;
- Internal correspondence;
- Records relating to products and services;
- Statutory records;
- Internal policies and procedures;
- Securities and equities; and
- Records held by officials of the private body.

4.6. OTHER PARTIES

The private body may possess records pertaining to other parties, including but not limited to contractors, suppliers, subsidiary/holding/sister companies, service providers.

The following records fall under this category:

- Personnel, client or private body records which are held by another party as opposed to being held by Wealthport (Pty) Ltd;
- Records held by Wealthport (Pty) Ltd pertaining to other parties, including but not limited to financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

5. REQUESTS FOR INFORMATION PROCEDURE

A person who wants access to the records of Wealthport (Pty) Ltd must request access in writing, by completing the necessary request form.

The required form can be accessed on <https://wealthport.co.za/compliance> or www.sahrc.org.za.

Should a person require assistance obtaining the form, please contact the Wealthport (Pty) Ltd offices using the methods in Contact details.

The completed request form must be sent to the address in Contact details and addressed to the Information Officer.

The Information Officer will process the request and inform the requester of the fees (if any) that are payable and of the different procedures that must be followed until the request is finalised.

All the pertinent sections of the request form must be completed in full to ensure timeous resolution of the request.

6. REQUEST REJECTION

Access to certain records may be or are required to be denied on the grounds set out in the Act for the following non-exhaustive list of reasons:

- Information for the protection of the privacy of individuals;
- Information for the protection of commercial information and confidential information of third parties;
- Information privileged from production in legal proceedings;
- Commercial information of the company; and
- Research information.

7. AVAILABILITY OF THE MANUAL

Copies of this manual are available for inspection, free of charge, at the offices of Wealthport (Pty) Ltd, on our website <https://www.wealthport.co.za/compliance> or from the South African Human Rights Commission.