



PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

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Category	Manual
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1. Introduction

Atlas Funerals is dedicated to upholding the right to access information in accordance with the Promotion of Access to Information Act (PAIA) 2 of 2000 and the Protection of Personal Information Act (POPIA) 4 of 2013. In compliance with section 51 of PAIA (as amended), we have prepared this manual to assist individuals in accessing our records.

This manual provides guidance on how to request records from Atlas Funerals, outlines the types of records available, and details the procedures for submitting access requests.

2. Acronyms and Abbreviations

“CEO”	Chief Executive Officer
“DIO”	Deputy Information Officer
“IO”	Information Officer
“Minister”	Minister of Justice and Correctional Services
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as amended)
“POPIA”	Protection of Personal Information Act No. 4 of 2013
“Regulator”	Information Regulator
“Republic”	Republic of South Africa

3. Key Contact Details

3.1 Chief Information Officer

Name: Johannes Thobejane

Cellphone: 073 579 2835

Email: info@atlasfunerals.co.za

3.2 Head Office

Address: 37a Berg Street, Rustenburg, 0300

Tel: [27 12 253 0286](tel:27122530286)

Website: www.atlasfunerals.co.za

Email: info@atlasfunerals.co.za

4. Purpose

PAIA enables individuals to access information from public and private bodies to protect or exercise their rights under the Bill of Rights. POPIA ensures the protection of personal information processed by public and private bodies.

This PAIA Manual helps the public to:

- Access records available without a formal PAIA request.
- Understand how to request access to a record.
- Access contact details of the IO and DIO to assist with information requests.
- Know whether Atlas Funerals processes personal information, its purpose, and categories of data subjects.
- Understand if there is any transfer of personal information outside South Africa.
- Ensure security measures for the protection of personal information.

Atlas Funerals is committed to balancing the right of access to information with the need to ensure the confidentiality of personal and sensitive information.

5. Guide on how to use PAIA

5.1 The South African Human Rights Commission compiled an official guide which contains information to assist a person wishing to exercise their right of access to information in terms of PAIA, in all official languages and braille.

5.2 The guide is accessible from the Regulator's website <https://www.justice.gov.za/infoereg/>.

5.3 Members of the public may inspect or obtain the guide from Atlas Funerals' offices or request a copy from the Regulator.

5.4 The same process is applicable to information sought in terms of POPIA. The Guide on how to use the Promotion of Access to Information Act 2 of 2000 is available at www.sahrc.org.za

Postal Address	:	The Information Regulator (South Africa) P.O. Box 31533 Braamfontein 2017
Telephone Number	:	+27 10 023 5207
Fax Number	:	+27 11 403 0668
Complaints email	:	complaints.IR@justice.gov.za
General enquiries email	:	infoereg@justice.gov.za

6. Access to the information Manual

This manual is available for public inspection:

- At the head office of Atlas Funerals.
- Upon request from the Information Officer.
- On the company's website www.atlasfunerals.co.za

7. Records Held in Accordance with Legislation

Atlas Funerals holds records in accordance with several statutes, including but not limited to:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS)
- Long-Term Insurance Act 52 of 1998
- Short-Term Insurance Act 53 of 1998
- Income Tax Act 58 of 1962
- Consumer Protection Act 68 of 2008
- Financial Intelligence Centre Act 38 of 2001;
- Employment Equity Act 55 of 1998;

8. Categories of Records Available without a Request

Category of Records	Type of records	Available on website	Available upon Request
Company Information	PAIA Manual	Yes	Yes
	Financial Reports	No	Yes
	FSP License Certificate	Yes	Yes

9. Description of Records Available in Accordance with Legislation

Category of Records	Applicable Legislation
Financial Records	Financial Advisory and Intermediary Services Act 37 of 2002
Employment Records	Basic Conditions of Employment Act 75 of 1997
Insurance Records	Long-Term Insurance Act 52 of 1998

10. Description of Subjects on which Records are Held

Subject	Categories of Records
Financial	Financial Statements, Tax Records, Banking Details
Human Resources	Basic Conditions of Employment Act 75 of 1997
Insurance and Compliance	Policies, Claims, Client Agreements, FAIS Compliance

11. Processing of Personal Information

11.1 Purpose of Processing Personal Information

Atlas Funerals processes personal information to provide funeral services, manage employee relations, and comply with legal requirements.

11.2 Categories of Data Subjects and Information Processed

Atlas Funerals holds the following categories of information and records on the following categories of data subject:

Categories of Data Subjects	Personal Information Processed
Employees	Atlas Funerals processes personnel data for business administration purposes : Name, ID number, physical address, health information, disability information, employee benefit information, bank details, tax number, letter of appointment, performance records, payslips, training records, CV, records of qualifications, credit check results, criminal record check results
Clients	Atlas Funerals processes client related information as an integral party of its service offering such as during the client application process, in assessing a client's profile and risk : Name, ID number, address, financial information, health information, application form, policy documents, call recordings, beneficiaries' information.
Service Providers & Contractors	Atlas Funerals processes other party records for business administration purposes : Name, physical address, registration number, financial information, contract, employee/ contractor name, ID number of contractor.

*This list of categories of information and records is non-exhaustive.

11.3 Recipients of Personal Information

Personal information may be shared with the following:

- Statutory bodies (e.g., South African Revenue Service) and statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data
- Courts or arbitration bodies.
- Credit bureaus (subject to compliance with POPIA).
- External service providers under contractual agreements (e.g., auditors, compliance officers).

11.4 . Transborder Flows of Personal Information

Atlas Funerals does not plan transborder transfers of personal information. However, should such transfers be necessary, they will be carried out in accordance with POPIA regulation

11.5 Information Security Measures

Atlas Funerals employs data encryption, firewalls, and antivirus software to protect the confidentiality, integrity, and availability of personal information.

12. Availability of the Manual

A copy of this manual is available:

- On the website of Atlas Funerals www.atlasfunerals.co.za.
- For inspection at the head office during normal business hours.
- Upon request and payment of a reasonable fee.
- To the Information Regulator upon request.

13. Grounds for Refusal of Access to Records

Atlas Funerals may refuse access to records on the following grounds:

- Reasonable rights of privacy of third parties.
- Commercial confidentiality.
- Protection of trade secrets.
- Safety and security of individuals or property.

The refusal should be in a manner that balances that right of access to information with any other rights.

14. Access Procedure

Requests for access to records must be submitted using the Access Request Form to the Information Officer. The form must include details of the requester, the record requested, and proof of identity. A prescribed access fee may be payable.

15. Third Party Notification

If the requested information pertains to a third party, Atlas Funerals will take reasonable steps to notify the third party, who will have 21 days to make written representations on why the information should or should not be disclose.

16. Notification of Decision

The Information Officer will inform the requester within 30 days whether the request has been granted or refused. The 30-day period may be extended for an additional 30 days in certain circumstances, such as if the request involves a large volume of information.

17. Remedies Available when Access to Information is Refused

If a request for access is denied, the requester may lodge a complaint with the Information Regulator or apply to a court for relief.

18. Complaints to the Information Regulator

Complaints can be submitted in writing to the Information Regulator if it is believed that Atlas Funerals' decision does not comply with PAIA. The regulator will investigate and make a decision.

19. Application to Court

If dissatisfied with the decision, a requester may apply to the court to have the decision reviewed.

20. Updating of the Manual

Management of Atlas Funerals will update this manual regularly to ensure compliance with the latest legal requirements and business practices.
