# **PAIA Manual**

**Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA")** **For: Odiglo Pty Ltd | FSP No. 44274**

## **1. Introduction**

This manual has been prepared in accordance with the requirements of PAIA and promotes transparency and the constitutional right of access to information held by private bodies. It also considers the provisions of the Protection of Personal Information Act (POPIA), ensuring responsible handling of personal data.

## **2. Company Details**

* **Company Name:** Odiglo Pty Ltd
* **Registration Number:** *2012 / 101866 / 07*
* **FSP Number:** 44274
* **Physical Address:** *469 De Bron Rd, Garsfontein, Pretoria, 0082*
* **Postal Address:** *469 De Bron Rd, Garsfontein, Pretoria, 0082*
* **Email:** rj@odiglo.co.za
* **Telephone:** 087 150 8466
* **Website:** [www.odiglo.co.za](http://www.odiglo.co.za)

## **3. Contact Person**

* **Information Officer:** RJ *(Insert full name)*
* **Email:** rj@odiglo.co.za
* **Telephone:** 087 150 8466

## **4. The Guide on How to Use PAIA**

A guide on how to access information from public and private bodies is available from the Information Regulator. This guide explains:

* What PAIA is and how it works
* How to request access to information
* Fees payable

**Contact Details for the Information Regulator:**

* Website: https://www.justice.gov.za/inforeg
* Email: inforeg@justice.gov.za
* Telephone: 010 023 5200
* Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

## **5. Records Available in Terms of Legislation**

Odiglo Pty Ltd is subject to legislation that requires the retention and availability of certain records. These include, but are not limited to:

* Short-Term Insurance Act, 1998
* Financial Advisory and Intermediary Services Act (FAIS), 2002
* Companies Act, 2008
* Income Tax Act, 1962
* VAT Act, 1991
* POPIA, 2013
* Basic Conditions of Employment Act, 1997
* Labour Relations Act, 1995
* Employment Equity Act, 1998

## **6. Voluntary Disclosure Records**

The following records are available to the public without a formal request:

* Company profile
* Marketing brochures
* Website content
* Regulatory compliance certificates
* FSP license information

## **7. Records Held by Odiglo Pty Ltd**

These include (subject to request procedures and approval):

### **7.1. Client Information**

* Policy schedules
* Claim records
* Application and quotation documents
* Complaints and correspondence records

### **7.2. Financial Records**

* Annual financial statements
* Invoices and statements
* Tax records

### **7.3. Personnel Records**

* Employment contracts
* Payroll records
* Disciplinary proceedings (where applicable)

### **7.4. Internal Policies & Documents**

* Data protection policies
* Risk management protocols
* Terms and conditions

## **8. Request Procedure**

To access a record, a written request must be submitted to the Information Officer using Form C (available from the Information Regulator). The requester must:

* Provide sufficient detail to identify the record
* Identify the right being exercised and explain why the record is required
* Indicate the preferred form of access
* Include the requester’s contact details

**A request fee and access fee may be charged, as applicable.**

## **9. Grounds for Refusal of Access**

Access to certain records may be refused based on:

* Protection of personal information of third parties
* Legal privilege
* Confidentiality agreements
* Commercial information of third parties or the company
* Safety or security of property, systems, or individuals

## **10. Remedies for Requesters**

If a request is refused, the requester may:

* Lodge an internal appeal (if applicable), or
* Approach a court or the Information Regulator for relief

## **11. Availability of the Manual**

This manual is available:

* At Odiglo’s offices during normal business hours
* On our website: [www.odiglo.co.za](http://www.odiglo.co.za)
* Upon request via email: rj@odiglo.co.za