

# De Beers Benefit Society - Access to Information Manual



We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

**Callouts like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it, but please read the full manual.**

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## Introduction

The De Beers Benefit Society is the oldest registered Medical Scheme in South Africa. It was established on 14 February 1889 at the request of C J Rhodes after a disastrous fire claimed the lives of 212 miners at the De Beers Mine in July 1888.

This is the Society's 'Access To Information Manual'. Its purpose is to help you access our information and any other information that we have, subject to a right to access being established. A copy of this manual will be available for inspection at the Human Rights Commission and at the De Beers Benefit Society Offices and PAIA requires us to make it available to you so that you:

- know what types of information we have; and
- can request access to it.

**This manual exists to tell you what information we have and help you get access to it if you have an established right to the information.**

## Our details<sup>1</sup>

Our details are as follows:

- **Company name:** De Beers Benefit Society
- **Registration number:** 1068
- **Postal address:** P.O. Box 1922, Kimberley, 8300
- **Physical address:** 84 Du Toitspan Road, Kimberley, 8301
- **Phone number:** 053 807 3111
- **Fax number:** 053 807 3499
- **Information officer email:** [steven.beangstrom@dbbs.co.za](mailto:steven.beangstrom@dbbs.co.za)
- **Website:** [www.dbbs.co.za](http://www.dbbs.co.za)

**These are all our details, but please rather contact us by email whenever possible.**

## Further guidance<sup>2</sup>

If you would like further guidance on how you can get access to information, you can contact the South African Human Rights Commission (SAHRC) to find out more information about PAIA. They have compiled a guide in each official language of South Africa on how to exercise any right contemplated in the Act. Their contact details are as follows:

- **Phone number:** 011 877 3803
- **Fax number:** 011 403 0625
- **Email:** [paia@sahrc.org.za](mailto:paia@sahrc.org.za) or [info@sahrc.org.za](mailto:info@sahrc.org.za) or [complaints@sahrc.org.za](mailto:complaints@sahrc.org.za)
- **Physical address:** 33 Hoofd Street, Forum III - Braampark, Braamfontein, Johannesburg, 2041
- **Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

**For further guidance on how you can get access to information, please contact the SAHRC by visiting their website at [www.sahrc.org.za](http://www.sahrc.org.za).**

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<sup>1</sup> Required by section 51(1)(a) of PAIA.

<sup>2</sup> Required by section 51(1)(b) of PAIA.

## Records we hold<sup>3</sup>

We hold the following subjects and categories of records:

- Accounting and Finance records;
- Administration records;
- Human Resources records;
- Information Technology records;
- Legal records;
- Communications;
- Safety & Health records; and
- Secretarial records;

**We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.**

### Accounting and Finance records

Accounting and Finance records are all our records related to our accounting and finances.

<b>Agreements</b>	Not automatically available
<b>Annual Financial Statements</b>	Available in terms of the Medical Schemes Act
<b>Audit Correspondence and Reports</b>	Not automatically available
<b>Insurance Cover</b>	Not automatically available
<b>Banking Correspondence</b>	Not automatically available
<b>Budget Files</b>	Not automatically available
<b>Investments</b>	Not automatically available
<b>Supplier Information</b>	Not automatically available

**Accounting and Finance records include financial statements and investments.**

### Administration records

Administration records are all our records related to administering the medical aid.

<b>Admission and other Forms</b>	Not automatically available
<b>Claims</b>	Not automatically available
<b>Communications with Members</b>	Not automatically available
<b>Deceased Estates</b>	Not automatically available
<b>Declarations</b>	Not automatically available
<b>Membership details</b>	Not automatically available
<b>Member elections in terms of the rules</b>	Not automatically available
<b>Minutes of meetings</b>	Not automatically available
<b>Personal Files</b>	Not automatically available
<b>Projects</b>	Not automatically available
<b>Contributions</b>	Not automatically available

<sup>3</sup> Required by section 51(1)(c) of PAIA.

**Administration records include benefits and membership details, correspondence, forms etc.**

### **Human Resources records**

Human Resources records are all our records related to our employees and other personnel.

<b>Complements and strengths</b>	Not automatically available
<b>Conditions of Employment</b>	Not automatically available
<b>Disciplinary Procedures/Cases</b>	Not automatically available
<b>Employee development</b>	Not automatically available
<b>Study Assistance</b>	Not automatically available
<b>Job Applications and Appointments</b>	Not automatically available
<b>Reports</b>	Not automatically available
<b>Personal Records</b>	Not automatically available
<b>Policies &amp; Procedures</b>	Not automatically available

**Human Resources records include records about our employees and contractors.**

### **Information Technology records**

Information Technology records are all our records related to information technology systems.

<b>Agreements/Contracts - various</b>	Not automatically available
<b>Correspondence</b>	Not automatically available
<b>Databases</b>	Not automatically available
<b>Disaster recovery</b>	Not automatically available
<b>Procedures and standards</b>	Not automatically available
<b>Internet</b>	Not automatically available
<b>Queries</b>	Not automatically available
<b>Security</b>	Not automatically available
<b>System documentation</b>	Not automatically available
<b>User liaison</b>	Not automatically available
<b>E-Commerce</b>	Not automatically available
<b>Intranet</b>	Not automatically available

**Information Technology records include records about our databases.**

### **Legal Records**

Legal records are all our records related to legislation.

<b>Acts and amendments</b>	Not automatically available
<b>Agreements/various</b>	Not automatically available
<b>Appointments</b>	Not automatically available
<b>Rules &amp; Rulings</b>	On member website
<b>Legal Correspondence</b>	Not automatically available

<b>Legislative Bills</b>	Not automatically available
<b>Licences, Permissions and Exemptions</b>	Not automatically available
<b>Opinions</b>	Not automatically available
<b>Medical Schemes' Appeal Cases</b>	Not automatically available

**Legal records include records about legislation that applies to us.**

### **Communications**

Communications include our internal and external communications.

<b>Briefs and Announcements</b>	On member website
<b>Annual Reports</b>	On member website
<b>Publications – In-House</b>	On member website
<b>Member Guides</b>	On member website

**Communications include in-house publications and annual reports.**

### **Safety and Health records**

<b>Agreements</b>	Not automatically available
<b>Policy and Procedures</b>	Not automatically available
<b>Reports/Variou</b>	Not automatically available
<b>Emergency procedures</b>	Not automatically available
<b>Good Housekeeping</b>	Not automatically available

**Safety and Health records include our policies and procedures on health and safety.**

### **Secretarial records**

<b>Actuary</b>	Not automatically available
<b>Agreements and Contracts</b>	Not automatically available
<b>Appointments</b>	Not automatically available
<b>Certificate of Registration</b>	Not automatically available
<b>Correspondence – Council for Medical Schemes</b>	Not automatically available
<b>Correspondence – general</b>	Not automatically available
<b>Correspondence participating employers</b>	Not automatically available
<b>Gift Registers</b>	Not automatically available
<b>Complaints Registers</b>	Not automatically available
<b>Trustees</b>	Not automatically available
<b>Trustee Elections</b>	Not automatically available
<b>Trustees register</b>	Not automatically available
<b>Trustees meetings (Minutes and Agendas)</b>	Not automatically available
<b>Legislation – various</b>	Not automatically available
<b>Licences</b>	Not automatically available
<b>Minutes of Meetings - Other</b>	Not automatically available
<b>Projects</b>	Not automatically available
<b>Property Lease</b>	Not automatically available

<b>Signing Authorities</b>	Not automatically available
<b>Statutory Information</b>	Not automatically available
<b>Policies and procedures</b>	Not automatically available

## Information we hold to comply with the law<sup>4</sup>

We hold records in terms of the following legislation (where applicable):

- Value Added Tax Act, No 89 of 1991
- Income Tax Act, No 58 of 1962
- Stamp Duties Act, No 77 of 1968
- Basic Conditions of Employment Act, No 3 of 1983
- Employment Equity Act, No 55 of 1998
- Manpower Training Act, No 56 of 1981
- Skills Development Levies Act, No 9 of 1999
- Unemployment Insurance Act, No 30 of 1966
- Wages Act, No 5 of 1957
- Workmen's Compensation Act, No 30 of 1941
- Medical aid Act 1952
- The Financial Institution Act 2001
- The Inspection of Financial Institution Act 1984
- The Divorce Amendment Act 1989
- Occupational Health & Safety Act No. 85 of 1993
- Protection of Personal Information Act No. 4 of 2013.

## How to request access<sup>5</sup>

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of the Act. To request access to a record, please complete Form A which is available from [www.sahrc.org.za](http://www.sahrc.org.za) at this link:

<https://www.sahrc.org.za/home/21/files/Paia%20Form%20A.doc>

Please submit the completed form to our information officer together with a request fee (details here: <http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf> at our general contact email address, physical address, or by fax in terms of our details provided above. Please note that a requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which 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;
- any other way you would like to be informed of our decision other than in writing; and
- proof of the capacity in which you are making the request if you are making it on behalf of someone else.

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<sup>4</sup> Required by section 51(1)(d) of PAIA.

<sup>5</sup> Required by section 51(1)(e) of PAIA.

**You may request information by completing a request for access form and submitting it to our information officer together with a request fee.**

## **Other prescribed information<sup>6</sup>**

The Minister of Justice and Constitutional Development has not made any regulations prescribing any other information that needs to appear in this manual.

## **Grounds for refusal**

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

- someone else's privacy;
- another company's commercial information;
- someone else's confidential information;
- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- research information.

Apart from the above, you need to prove a right to access Fund information where applicable.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

**We may have to refuse you access to a record to protect others.**

## **How we will give you access**

If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form.

## **How much it will cost you<sup>7</sup>**

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from [www.sahrc.org.za](http://www.sahrc.org.za) at this link: <http://www.sahrc.org.za/home/21/files/FEES.pdf>. You must pay us the fees before we will hand over any documentation.

## **How we process and protect personal information<sup>8</sup>**

We process the personal information of various categories of people for various purposes as set out in this clause.

### **Categories of people**

We process the personal information of the following categories of people:

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<sup>6</sup> Required by section 51(1)(f) of PAIA.

<sup>7</sup> Fees payable prescribed by section 52(3) of PAIA.

<sup>8</sup> Required by the Protection of Personal Information Act 4 of 2013 (POPI).

- employees;
- trustees of the medical aid;
- members of the medical aid;
- spouses and children of members of the medical aid;
- beneficiaries of the medical aid; and
- dependants of members of the medical aid.
- Service providers to the medical aid
- Participating employers

### **Purposes**

We process the personal information to:

- enable the on-going management of De Beers Medical aid; and
- provide medical benefits to members and their registered dependants.

### **Third-party disclosures**

We may provide the following people with personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- Contractors, vendors, or suppliers;
- Agents;
- De Beers Pension Fund;
- Operators, other responsible parties, or co-responsible parties; and
- Third party vendors (such as software developers, legal counsel, actuaries etc) to help us maintain our services.

### **Cross-border transfers**

We send personal information outside of South Africa to where members/pensioners are resident outside the country and they have requested it.

### **Security**

We secure our data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

**We do our best to keep all data in our possession secure and up-to-date.**