
LIFEASSIST (PTY) LIMITED

(the "Company")

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

(Compiled as at 29/06/2021)

INDEX

- 1. Introduction to your company and the type of business:**
- 2. Contact Details - (Section 51 (1) (a))**
- 3. The ACT and Section 10 Guide - (Section 51(1) (b))**
- 4. Applicable Legislation - (Section 51 (1) (c))**
- 5. Schedule of Records - (Section 51 (1) (d))**
- 6. Form of Request - (Section 51 (1) (e))**
- 7. Any other Information - (Section 51 (1) (f))**

1. INTRODUCTION

LifeAssist, a registered company in terms of the laws of the republic of South Africa, with registration number 2001/010911/07.

LifeAssist provides Employee Assistance Programme (EAP) and Employee Wellbeing Programme (EWP) services, that promotes and supports health seeking behaviour/habits with a view to improving the status of health and wellbeing for individuals and organisations.

2. COMPANY CONTACT DETAILS

Directors: Mr. A. Rowe (Chairman)
 Mr. C. Stevens (Managing Director)
 Mr. S. Dlamini
 Mr. R. Bath
 Mrs. M. Mabaso

Information Officer: Mr. C. Stevens

Postal Address: P.O. Box 524393, Saxonwold, Johannesburg, 2132

Street Address: 2nd Floor, 6 Sturdee Avenue, Rosebank, Johannesburg, 2196

Telephone Number: 011 – 912 1000

Fax Number: 0861 10 14 51

Email: chriss@lifeassist.co.za

3. THE ACT

- 3.1** The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2** Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 3.3** Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 25 of 2002	Electronic Communications and Transactions Act
9	No 2 of 2000	Promotion of Access of Information Act
10	No 30 of 1996	Unemployment Insurance Act

5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	<ul style="list-style-type: none"> • Public Product Information • Public Corporate Records • Media Releases 	Freely available on web site www.lifeassist.co.za
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts 	Proprietary (Pty Ltd) - Request in terms of PAIA. Not available.
Marketing	<ul style="list-style-type: none"> • Specialist Focus Areas of LifeAssist • Public Customer Information: <ul style="list-style-type: none"> ○ Product Brochures • Affiliate sign up Documentation Records • Case Management Consent Form • Compliant Resolution Form • Newsletters 	Limited Information available on web site. (see above) Freely available on web site. Freely available on web site. Freely available on web site. Freely available on web site.

6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- 6.1** Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.
- 6.2** Address your request to the Head of the Company (MD).
- 6.3** Provide sufficient details to enable the COMPANY to identify:
 - (a) The record(s) requested;
 - (b) The requester (and if an agent is lodging the request, proof of capacity);
 - (c) The form of access required;
 - (d) (i) The postal address or fax number of the requester in the Republic;
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7. PRESCRIBED FEES

The following applies to requests (other than personal requests):

- 7.1** A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2** If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3** A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4** Records may be withheld until the fees have been paid.
- 7.5** The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.