



**THRYVE (PTY) LTD  
(2014/211452/07)**

**MANUAL IN TERMS OF  
SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT  
ACT 2 OF 2000 ("The Act")**

August 2022

## 1. Contact Details

The Managing Director of thryve (Pty) Ltd will deal with all matters in connection with requests for information in terms of the Promotion of Access to Information Act, 2 of 2000.

Postal Address:  
P O Box 32  
Wakkerstroom  
2480

Telephone: +27 11 771 5600  
E-mail: info@thryve.com

## 2. Guide to the use of The Act

The Human Rights Commission has published a guide on how to use the Promotion to Access to Information Act. This guide is available from the Human Rights Commission. Please direct any queries to:

The Human Rights Commission  
PAIA Unit  
The Research and Documentation Department  
Private Bag 2700  
HOUGHTON  
2041

Telephone: +27 11 484 8300  
Facsimile: +27 11 484 0582  
Web site: <http://www.sahrc.org.za>  
e-mail: paia@sahrc.org.za

## 3. Records available in terms of other legislation

The requestor may also request information that is available in terms of legislation such as the following:

- Basic Conditions of Employment Act (75 of 1997)
- Companies Act (71 of 2008)
- Compensation for Occupational Injuries and Diseases Act (130 of 1993 as amended)
- Employment Equity Act (55 of 1998)
- Financial Services Board Act (97 of 1990)
- Income Tax Act (58 of 1962)
- Labour Relations Act (66 of 1995)
- Occupational Health and Safety Act (85 of 1993)
- Promotion of Equality and Prevention of Unfair Discrimination Act (4 of 2000)
- Regional Services Councils Act (109 of 1985)
- Short Term Insurance Act (53 of 1998)
- Skills Development Act (97 of 1998)

- Skills Development Levies Act (9 of 199)
- National Qualifications Framework Act (67 of 2008)
- VAT Act (89 of 1991)
- Financial Advisory and Intermediary Services Act (37 of 2002)

## 4. Access to the records held by thryve

### 4.1 Records held by thryve which are available without a person having to request access in terms of the Act

No notice of records in terms of section 52(2) have been made to the Minister

### 4.2 Records that may be requested

thryve is a provider of cloud based insurance administration and risk management information systems as well as certain business administration services on behalf of its clients.

The accessibility of the records and documents contained below may be subject to the grounds of refusal as set out in The Act.

#### Client information

- Proposals
- Presentations
- Client contracts
- Client correspondence

#### Personnel information

- Personnel files
- Payroll records
- Policies and procedures
- Forms and applications
- Provident fund rules and records

#### Financial information

- Accounting records
- Auditor's report

### 4.3 Procedure of how to obtain records

#### Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].

- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

**Fees:**

A request for access to a record, other than a record containing personal information about the requester, will be processed only after a request fee has been paid. A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

## 5. Other information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## 6. Availability of the manual

This manual is available from the South African Human Rights Commission (see details above), thryve (pty) ltd (see details above), and in electronic format at <http://www.thryve.com>.