

IISA

PROMOTION OF ACCESS TO INFORMATION MANUAL

AND

ACCESS TO INFORMATION REQUEST PROCEDURE

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1. About the Insurance Institute of South Africa

The Insurance Institute of South Africa (IISA) is a Professional Body recognised by the South African Qualification Authority (SAQA) whose primary activities are membership accreditation/awarding professional designations, membership management, Continuing Professional Development (CPD) management, development and maintenance of the insurance body of knowledge, qualifications development and review, events and stakeholder services.

2. Purpose

The Promotion of Access to Information Manual provides a framework to enable access to records held by the IISA in accordance with the Promotion of Access to Information Act, 2 of 2000 (PAIA).

This manual also supports compliance with the SAQA requirements for professional bodies relating to access to membership information and transparency.

3. Information officer details

The IISA Chief Executive Officer is registered as the Information Officer and the Executive Manager: Finance, Risk and Governance as Deputy Information Officer.

PAIA requests Email: thokozilemahlangu@iisa.co.za or john-ross@iisa.co.za

Telephone: 011:3419480

Physical Address: 27 Mirneva avenue, Glenadrienne, Sandton, 216

Postal Address: PO Box 413264, Craighall, 2024

4. Guide on how to use the PAIA

A guide on PAIA is available from the South African Human Rights Commission (SAHRC) / Information Regulator.

5. Record available without a PAIA request

The following information may be available without submitting a formal PAIA request:

- public information on the IISA website (membership categories, CPD information, events)
- general brochures, newsletters and publications
- public-facing designation pathways and career information

6. Categories of records held by IISA

IISA holds records including but not limited to:

6.1 Membership and designation records

- membership applications and supporting documentation
- designation applications and decision records
- CPD records and compliance status
- membership status and renewal records

6.2 Corporate partner and stakeholder records

- corporate partner agreements and engagement records
- event registrations and attendance records

6.3 Governance and organisational records

- Board and committee documents (where disclosable)
- policies and procedures
- annual reports and strategic plans

6.4 Financial and operational records

- invoices and payment records (subject to confidentiality)
- procurement and contracts (subject to confidentiality)

6.5 Human resources records

- employment records (restricted, personal information)

7. Records that may be refused

Access may be refused where disclosure would:

- violate personal privacy or POPIA obligations
- compromise confidential commercial information
- compromise legal privilege
- compromise security of systems or infrastructure
- violate contractual confidentiality obligations

- compromise ongoing investigations or disciplinary processes

8. Request procedure (How to submit a PAIA request)

Step 1: Complete the PAIA Request

A requester must submit a written request including:

- full name and contact details
- description of the record requested
- preferred form of access (email/printed copy/inspection)
- proof of identity (where personal information is involved)
- whether the request is made on behalf of someone else (include authorisation)

Step 2: Submit the request

Requests must be submitted to the Information Officer via:

- email: _____ or
- physical delivery: _____

Step 3: Acknowledgement and processing

IISA will:

- acknowledge receipt
- assess the request in terms of PAIA
- request clarification if needed
- respond within prescribed timelines (or notify the requester of an extension)

9. Fees

IISA may charge request and reproduction fees where applicable. Fees will be communicated before processing proceeds.

10. Appeals/internal review

Where applicable, a requester may request an internal review or lodge a complaint with the Information Regulator.

11. PAIA record of request (register)

IISA will maintain a PAIA request register including:

- date received
- requester details
- record requested
- outcome (approved/declined)
- date finalised

12. Policy approval

Approved by: Executive Management

Date: 26 January 2026

Name: Thokozile Mahlangu, Chief Executive Officer

Signature:  _____
