



PAIA Manual

FDM Engineering Underwriter (Pty) Ltd

September 2025

1. Introduction

The aim of this manual is to assist potential requestors in requesting access to information (Documents or records) from FDM Engineering Underwriters (Pty) Ltd as contemplated under the Promotion of Access to Information Act no 2 of 2000 ("the Act") and the protection of Personal Information Act no 2 of 2013 ("POPIA").

This Manual may be amended from time to time and as soon as any amendments have been affected, the latest version of the Manual will be published and distributed in accordance with the Act.

A requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.

2. Overview

- a. FDM Engineering Underwriters (Pty) Ltd
- b. FDM Engineering Underwriters (Pty) Ltd is an Underwriting company.

Phone Number 011-823 6368
Website www.fdmengineering.co.za

3. The Guide on How to use the Act as Described in Section 10

(Information required under Section 51(1)(b)(1) of the Act)

A guide on how to use the Act is available from the Information Regulator. Any queries or complaints should be directed to:

Woodmead North Office Park, 54 Maxwell Drive
Woodmead
Johannesburg
2191

Tel: 010 023 5200

General Enquiries: enquiries@inforegulator.org.za
PAIA Complaints: PAIAComplaints@inforegulator.org.za
POPIA Complaints: POPIAComplaints@inforegulator.org.za

4. Applicable Legislation

The records we hold for the purposes of PAIA are in terms of the various laws; the main laws are as follows, although not limited to:

Records are kept in accordance with such legislation as is applicable to FDM Engineering Underwriters (Pty) Ltd, which includes but is not limited to, the following legislation:

Basic Conditions of Employment Act (No 75 of 1997)
B-BBEE Act (No 53 of 2003)
Employment Equity Act (No 55 of 1998)
Compensation for Occupational Injuries and Disease Act (No 130 of 1993)
Unemployment Insurance Act (No 30 of 1996)
Labour Relations Act (No 66 of 1995)
Occupational Health and Safety Act (No 85 of 1993)
Consumer Protection Act (No 68 of 2008)
Companies Act (No 61 of 1973)
Electronic Communications and Transactions Act (No 25 of 2002)
Financial Advisory and Intermediary Services Act (No 37 of 2002)
Prevention of Organised Crime Act (No 121 of 1998)
Financial Intelligence Centre Act (No 38 of 2001)
Prevention of Combating of Corrupt Activities (No 12 of 2004)

Prevention of Constitutional Democracy against Terrorist and Related Activities (No 33 of 2004)
Promotion of Access of Information Act (No 2 Of 2000)
Protection of Personal Information Act (No 4 of 2013)
Value Added Tax Act (No 89 of 1991)
Cyber Crimes Act (No 19 of 2020)

5. Accountants of FDM Engineering Underwriters (Pty) Ltd

Name : Karen Gladwin Accounting Services
Address : P O Box 95364, Eden Glen, 1613
Phone No : 011 615 7190

6. Contact Details of FDM Engineering Underwriters (Pty) Ltd

(Information required under Section 51(1)(a) of the Act)

Physical Address: Unit 34, Oaklane Office Park
Bartlett
Boksburg
1459

7. Access to Records Held by FDM Engineering Underwriters (Pty) Ltd

(Information required under Section 51(1)(b)(iv) of the Act)

a. How to request access to a record

The requestor must email the H.R Manager at Robert@fdmengineering.co.za

- i. Provide sufficient detail in the request to enable the H.R Manager to identify the record or records requested and the requestor.
- ii. Identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection, of that right.
- iii. Submit proof, to the satisfaction of the head of the private body, of the capacity in which the requestor is making the request if a request is made on behalf of another.

b. Categories of records held by FDM Engineering Underwriters (Pty) Ltd

i. Administration and Operational Records

(As may be required for the day to day running of F.D.M)

- Asset register
- Correspondence between persons within and without F.D.M not covered by the records described elsewhere.
- General Housekeeping information
- Information relating to F.D. M's business plans, systems, and procedures.
- Minutes of meetings
- Policies and Procedures

ii. Other Records and Information pertaining (but not limited) to:

- **Financial Management** including budgets, banking, investment statements, and reports, Quarterly and Annual Financial reports, accounting records, Auditor's reports and Annual Reviews, Tax Returns and VAT reports.
- **Governance**, such as the Constitution.
- **Information Technology** (hardware, software, data collection and storage)
- **Human Resources**, such as Employment Contracts, Employment Equity report, Human resources Information (Including internal policies and procedures, employee records as well as information regarding past, present, and prospective employees), Organograms, Rules and Regulations relating to the Medical Aid, Rules and Regulations relating to the Pension Fund and/or Provident Fund, Skills Development Report.

- **Legal and Compliance**, such as Commercial Contracts Agreements and Memoranda of Understanding, Insurance Policies.
- **Marketing**, such as Marketing plans systems and procedures, Advertising, Press releases, Media monitoring, news clippings, Publications.

8. Processing of Personal Information

(Information required under Section 51(1) © of the Act)

a. Purpose of processing:

- Staff administration
- Administration of the Brokers and Policy Holders
- Record Keeping
- Provision of services to customers
- Management of relationships with and obligations to stakeholders
- Fulfilment of the F.D.M.'s objectives.

b. Categories of data subjects and information

Data Subject	Personal Information which may be processed
Potential, current, and past Employees	Names and Surnames, ID numbers, contact Details, demographics, gender, marital status, pregnancy, financial information (bank account), employment history, educational information, language, photographs, tax information
Brokers and Policy Holders	Delivery address, phone numbers, names and surnames, bank account details.
Licensees/Contractors/Consultants/Service Providers/Partners/Agents	Name and registration numbers, contact details. Company documents, tax information, authorised persons/signatories, phone numbers, bank account details.
Directors	Names and surnames, email addresses, phone numbers, social media handles.

c. Recipients to whom Personal Information may be supplied.

- Government and Regulatory bodies
- Financial Institutions
- Suppliers and Service Providers
- Agents, representatives, and employees.

d. Information security measures

- IT – data security systems in place
- Physical access control
- Policies and procedures in place.

9. Availability of the Manual

(Information required under Section 51(3) of the Act)

A copy of this manual is available from the H.R Manager at robert@fdmengineering.co.za