



LIFESHIELD
FINANCIAL SERVICES



10 Blaauwberg Road,
Tableview, Cape Town, 7439

Lifeshield Financial Services PAIA Manual

Version: 1.0

Effective Date: 04 August 2026

Review Date: 04 August 2027

Document Owner: Lifeshield Financial Services (Pty) Ltd

Authorised Financial Services Provider

FSP No. 48680

 (010) 020 0069

 info@lifeshield.co.za

 www.lifeshield.co.za

 Registration Number: 2014/276799/07





LIFESHIELD
FINANCIAL SERVICES

COMPANY DETAILS

Registered Name
Lifesield Financial Services (Pty) Ltd

Registration Number
2014/276799/07

Authorised Financial Services Provider
FSP No. 48680

Physical Address

10 Blaauwberg Road
Aquarius Building
1st Floor
Table View
7441
South Africa

Telephone
010 020 0069

Email
info@lifesield.co.za

Website
www.lifesield.co.za

Information Officer
Stephanus Van Deventer
Email: info@lifesield.co.za
Telephone: 010 020 0069

 (010) 020 0069

 info@lifesield.co.za

 www.lifesield.co.za

 Registration Number: 2014/276799/07





TABLE OF CONTENTS

1. Introduction
2. Purpose of this Manual
3. Legislative Framework
4. Company Information
5. Information Officer
6. Guide Published by the Information Regulator
7. Records Available Without Request
8. Categories of Records Held
9. Processing of Personal Information (POPIA)
10. Requesting Access to Records
11. Prescribed Fees
12. Grounds for Refusal
13. Availability of the Manual
14. Document Control

1. INTRODUCTION

This Manual is published in accordance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"), as amended, and gives effect to the constitutional right of access to information held by private bodies where such information is required for the exercise or protection of any rights.

This Manual also addresses applicable requirements under the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA") regarding the processing of personal information.

Lifeshield Financial Services (Pty) Ltd is committed to transparency, accountability and responsible information governance while protecting confidential and personal information entrusted to it.

 (010) 020 0069

 info@lifeshield.co.za

 www.lifeshield.co.za

 Registration Number: 2014/276799/07





2. PURPOSE

The purpose of this Manual is to:

- explain how requests for information may be submitted;
- identify the records held by Lifeshield;
- describe how personal information is processed;
- provide contact details of the Information Officer;
- explain the applicable request procedures;
- comply with PAIA and POPIA.

3. LEGISLATIVE FRAMEWORK

This Manual has been prepared with reference to, amongst others:

- Constitution of the Republic of South Africa, 1996
- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act, 2013
- Financial Advisory and Intermediary Services Act, 2002
- Financial Sector Regulation Act, 2017
- Electronic Communications and Transactions Act, 2002
- Financial Intelligence Centre Act, 2001 (where applicable)

4. COMPANY INFORMATION

Lifeshield Financial Services (Pty) Ltd is an authorised Financial Services Provider providing insurance-related products and services within South Africa.

Services include:

- Vehicle Insurance
- Business Insurance
- Funeral Insurance
- Vehicle Tracking
- Vehicle Warranty
- Scratch & Dent Cover

☎ (010) 020 0069

✉ info@lifeshield.co.za

🌐 www.lifeshield.co.za

® Registration Number: 2014/276799/07





LIFESHIELD
FINANCIAL SERVICES

5. GUIDE ISSUED BY THE INFORMATION REGULATOR

The Information Regulator has published a guide explaining how individuals may exercise their rights under PAIA.

The guide is available from:

The Information Regulator (South Africa)

Website: <https://inforegulator.org.za>

Email: PAIAComplaints@inforegulator.org.za

6. RECORDS AVAILABLE WITHOUT FORMAL REQUEST

The following records are generally available through our website:

- Website Terms of Use
- Privacy Policy
- Cookie Policy
- Complaints Procedure
- Conflict of Interest Policy
- FAIS Disclosure Notice
- Treating Customers Fairly Statement
- Product Information
- Contact Details

7. CATEGORIES OF RECORDS HELD

Lifeshield maintains records including:

Corporate Records

- Company registration documents
- Governance documents
- Policies
- Procedures
- Board resolutions

☎ (010) 020 0069

✉ info@lifeshield.co.za

🌐 www.lifeshield.co.za

® Registration Number: 2014/276799/07





LIFESHIELD
FINANCIAL SERVICES

Financial Records

- Accounting records
- Tax records
- Banking records
- Audit records

Human Resources

- Employment contracts
- Personnel records
- Payroll records
- Training records

Customer Records

- Quotations
- Insurance applications
- Policies
- Claims
- Complaints
- Correspondence

Compliance Records

- FAIS records
- FICA documentation
- Compliance monitoring
- Complaints registers
- Conflict of Interest registers

Technology Records

- Website logs
- Security logs
- Backup records
- System audit logs

 (010) 020 0069

 info@lifeshield.co.za

 www.lifeshield.co.za

 Registration Number: 2014/276799/07





LIFESHIELD
FINANCIAL SERVICES

8. PROCESSING OF PERSONAL INFORMATION

Lifeshield processes personal information in accordance with POPIA. Personal information may be processed for purposes including:

- providing insurance services;
- underwriting;
- policy administration;
- claims management;
- compliance with legislation;
- fraud prevention;
- customer support;
- risk management.

Further information is contained within our Privacy Policy.

9. REQUESTING ACCESS TO RECORDS

Requests for access to records must:

- be submitted to the Information Officer;
- sufficiently identify the requested records;
- explain the right sought to be exercised or protected where required;
- comply with applicable PAIA requirements.

Lifeshield will consider each request in accordance with PAIA.

10. PRESCRIBED FEES

Applicable request fees, reproduction fees and access fees will be charged in accordance with the regulations published under PAIA where applicable.

☎ (010) 020 0069

✉ info@lifeshield.co.za

🌐 www.lifeshield.co.za

® Registration Number: 2014/276799/07





11. GROUNDS FOR REFUSAL

Access may be refused where permitted by PAIA, including where disclosure would:

- infringe another person's privacy;
- disclose confidential commercial information;
- prejudice legal proceedings;
- endanger safety;
- compromise security;
- otherwise fall within the refusal grounds provided under PAIA.

12. AVAILABILITY OF THIS MANUAL

This Manual is available:

- on the Lifeshield website;
- from the Information Officer upon request;
- at the company's principal place of business.

13. CHANGES TO THIS MANUAL

This manual may be updated from time to time to reflect:

- Legislative changes
- Technology updates
- Business requirements

The latest version will always be published on our website.

14. CONTACT US

Lifeshield Financial Services (Pty) Ltd, An Authorised Financial Services Provider FSP No. 48680

Website: www.lifeshield.co.za
Email: support@lifeshield.co.za
Telephone: (010)020-0069

 (010) 020 0069

 info@lifeshield.co.za

 www.lifeshield.co.za

 Registration Number: 2014/276799/07

