

PAIA MANUAL

1. INTRODUCTION

This manual has been published in accordance with the provisions of section 51 of the Promotion to Access to Information Act of 2000 (“the Act”) in respect of information and records held by Van De Venter Mojapelo Incorporated (“VVM”) and more specifically to facilitate the access to information by any member of the public by clarifying the manner in which a person may request such information or records to be made available.

2. SECTION 51(1)(A): CONTACT DETAILS IN TERMS OF THE ACT:

Name of Company: Van De Venter Mojapelo PTY LTD

Registration number: 1993/005612/07

Postal Address: P O Box 952
Randburg
2125

Docex: Docex 2
Randburg

Physical Address: VVM ECO PARK
1ST Floor
332 Kent Avenue
Randburg
2125

Information Officer: Head of the company
Lior Woznica

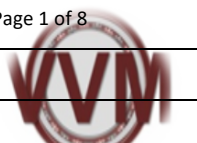
Telephone: + 27 (0) 11 329 8500

Website: www.vvm.co.za

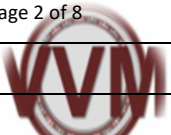
Email: info@vvm.co.za

3. SECTION 51 (1) (B): THE GUIDE PUBLISHED BY THE HUMAN RIGHTS COMMISSION:

- 3.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA

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- 3.2. The Guide is available in each of the official languages and in braille.
- 3.3. The aforesaid Guide contains the description of-
- 3.3.1. the objects of PAIA and POPIA;
 - 3.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of
 - 3.3.2.1. the Information Officer of every public body, and
 - 3.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA ;
 - 3.3.3. the manner and form of a request for
 - 3.3.3.1. access to a record of a public body contemplated in section 11 ; and
 - 3.3.3.2. access to a record of a private body contemplated in section 50;
 - 3.3.4. The assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 3.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 3.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging –
 - 3.3.6.1. an internal appeal;
 - 3.3.6.2. a complaint to the Regulator; and
 - 3.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 3.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 3.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 3.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 3.3.10. the regulations made in terms of section 92.

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- 3.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 3.5. The Guide can also be obtained-
 - 3.5.1. upon request to the Information Officer;
 - 3.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4. SECTION 52(2): AUTOMATICALLY AVAILABLE RECORDS

Currently, no categories of records are automatically available and a person requesting access to information or records must do so in terms of the request procedure below.

5. SECTION 51(1)(d): RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION:

Labour Relations Act 66 of 1995

Employment Equity Act 55 of 1998

Basic Conditions of Employment Act 75 of 1997

Compensation for Occupational Injuries and Disease Act 130 of 1993

Companies Act 61 of 1973

Unemployment Insurance Act 63 of 2001

Value Added Tax Act 89 of 1991

Income Tax Act 58 of 1962

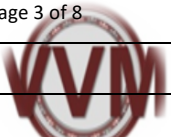
Skills Development Act 9 of 1999

6. SECTION 51(1)(E): SUBJECTS AND CATEGORIES OF RECORDS TO FACILITATE REQUEST

- 6.1. Records pertaining to services to clients

Client contact details and any documentation, pleadings, opinions, service level agreements, tenders, training manuals or contracts drafted by VVM.

- 6.2. Records relating to current and previous employees

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All statutory compliance including payment of UIF and to SARS on behalf of employees, employment contracts, standard terms and transgressions and disciplinary code, employment equity plan, BEE status documents, remuneration particulars and records of disciplinary proceedings.

6.3. Financial and administrative records of VVM

Internal policies and procedures, pension fund and salaries paid records, information technology records, accounting records, annual financial statements, tax returns, paid cheques, invoices, rental agreements, bank statements and electronic banking records.

7. PROCESSING OF PERSONAL INFORMATION

The VVM Group collects and processes client’s personal information pertaining to the client’s financial needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, VVM will inform the client as to the information required and the information deemed optional.

Examples of personal information we collect include, but is not limited to:

- The Client’s Identity number, name, surname, address, postal code, marital status, and number of dependents;
- Description of the client’s residence, business, assets; financial information, banking details, etc.
- Any other information required by VVM, suppliers and Insurers in order to provide clients with an accurate analysis of their Insurance needs.

The VVM Group also collects and processes the client’s personal information for marketing purposes in order to ensure that our products and services remain relevant to our clients and potential clients.

VVM aims to have agreements in place with all product suppliers, insurers and third-party service providers to ensure a mutual understanding with regard to the protection of the client’s personal information.

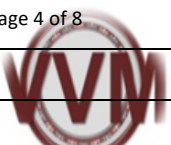
VVM suppliers will be subject to the same regulations as applicable to VVM.

With the client’s consent, VVM may also supplement the information provided with information VVM receives from other providers in order to offer a more consistent and personalized experience in the client’s interaction with VVM.

For purposes of this Policy, clients include potential and existing clients.

8. SECTION 51(1)(E) AND 53: REQUEST FOR ACCESS TO RECORDS

8.1. The requester must complete Form C (incorporated hereunder) and submit the

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form to the head of the company of VVM using the information provided in paragraph 2 above.

8.2. When completing Form C, the requester is required to:-

a) provide sufficient particulars to enable the head of the company to identify:-

- i) which record/s have been requested and;
- ii) the identity of the requester;

b) indicate which form of access is required by the requester;

c) specify a postal address or fax number accessible to the requester within the Republic;

d) identify the right the requester is seeking to exercise or protect and provide a detailed explanation of why the requested record is required for the exercise or protection of the right/s specified by the requester;

e) request a reply in accordance with the Act in a specified manner;

f) provide proof of the capacity in which a requester is making a request if the request is on behalf of another person, to the reasonable satisfaction of the head of the company.

8.3. A requester who seeks access to records containing the requester's personal information is not required to pay the prescribed fee. Every other request which is not of such a personal nature must pay the required R 50.00 (fifty rand) request fee.

8.4. The requester will be notified by VVM in the required manner when a decision has been made. Should the request be refused the requester may lodge an application with the relevant Court in terms of the Act.

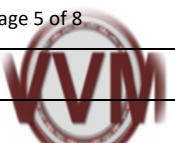
8.5. Should the request be granted, the requester must pay further access fees in accordance with the Regulations of the Act for reproduction and preparation of the records.

9. INSPECTION OF MANUAL

The manual will be made available at the offices of VVM at the address provided in paragraph 2, the manual will also be made available at www.vvm.co.za.

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

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A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request for information is made on behalf of <i>another</i> person.

Full names and surname:

Identity number:

D. Particulars of record

- | | |
|-----|--|
| (a) | Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. |
| (b) | If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios. |

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

E. Fees

- | |
|--|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified of</i> the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption.</p> |
|--|

Reason for exemption from payment of fees:

F. Form of access to record

<p>If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.</p>
--

Disability:	Form in which record is required
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
<p>'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.</p>			<p>YES NO</p>

G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... This..... day of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

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