

PAIA MANUAL

Published for Akinga Vertical Service Provider (Pty) Ltd (trading as 'VSP') as a Private Body in terms of section 51 of the Promotion of Access to Information Act 2 of 2000.

1 INTRODUCTION

VSP is a private company with our registered address at MESH, Second Floor, Trumpet on Keyes, 21 Keyes Avenue, Rosebank Johannesburg, South Africa. We describe who we are and what we do on our website, or you can ask us for this information.

PAIA requires the information officer of a private body to compile a manual that contains information on the records it holds (Section 51(1)). A 'private body' means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. We are a private body.

1.1 Availability and Purpose of this PAIA Manual

This PAIA Manual is published on our website or alternatively, available on request.

The primary purpose of this PAIA Manual is to facilitate requests for access to information held by us, which requests shall be made in accordance with the procedures and at the rates provided for in section 5 of this PAIA Manual. In addition to the above, the further purposes of this PAIA Manual are to describe the records held by VSP and to clearly articulate the grounds upon which access to any such records may be refused.

1.2 Further guidance from the Information Regulator

For further guidance, contact the Information Regulator. They have compiled a [PAIA guide](#) in each official language of South Africa on how to exercise your rights under PAIA.

Visit their website	www.inforegulator.org.za
Postal address	P.O Box 3153, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Phone number	010 023 5200
Ask a general enquiry by email	enquiries@inforegulator.org.za
Lodge a complaint by email	PAIAComplaints@inforegulator.org.za

2 OUR DETAILS

Our organisation's and information officer's details are on our website or available on request. Our information officer is Khanyisa Malabi. To contact the information officer, you can email danielle@verticalserviceprovider.com

3 COMPANY RECORDS

3.1 Records which we make automatically available

We make some records automatically available to you without you needing to request access to them ([Section 52](#)).

Type of record	How you can access it
Memorandum of incorporation (MOI)	BizPortal
Directors' names	BizPortal
Documents of incorporation	BizPortal
Banking details	Request by email
External newsletters and circulars	Subscribing or on our website
Information on our website	Visit our website

3.2 Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them. These are records that most organisations have.

- Establishment records
- Business records
- Financial records
- Insurance records
- Tax records
- Personal records
- Agreements or contracts
- Regulatory documents
- Customer and supplier information

3.3 Records we hold to comply with the law

We hold records that all organisations are required by law to hold.

Anti-corruption and organised crime

- Prevention & Combating of Corrupt Activities Act 12 of 2004
- Prevention of Organised Crime Act 121 of 1998
- Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004

Communications and IT

- Electronic Communications Act 36 of 2005
- Electronic Communications and Transactions Act 25 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Regulation of Interception of Communications and Provision of Communication related Information Act 70 of 2002

Compliance and Corporate Governance

- Companies Act 71 of 2008
- Competition Act 89 of 1998

Copyright, Intellectual Property and Trademarks

- Copyright Act 98 of 1978
- Intellectual Property Laws Amendment Act 38 of 1997
- Intellectual Property Laws Amendment Act 28 of 2013
- Trade Marks Act 194 of 1993

Finance

- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- National Credit Act 34 of 2005
- Tax Administration Act 28 of 2011
- Value Added Tax Act 89 of 1991

General

- Consumer Protection Act 68 of 2008
- Prescription Act 18 of 1943
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Promotion of Access to Information Act, No 2 of 2000
- Protection of Personal Information Act 4 of 2013

Human Resources

- Basic Conditions of Employment Act 75 of 1997
- Broad Based Black Economic Empowerment Act 53 of 2003
- Compensation for Occupational Injuries and Disease Act 130 of 1993

- Employment Equity Act 55 of 1998
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Protected Disclosures Act 26 of 2000
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002

4 HOW YOU CAN REQUEST ACCESS

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete [Form 2](#).

Please submit the completed form (together with the relevant request fee we explain below) to our information officer's email address or our physical address. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access you require,
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

5 HOW WE WILL GIVE YOU ACCESS UNDER THIS ACCESS TO INFORMATION MANUAL

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

5.1 How much will it cost you

Request fees

When submitting your request, you must pay us a [request fee](#) as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our

information officer upon your request ([Section 54\(1\)](#)), setting out the application procedure ([Section 54\(3\)\(c\)](#)).

Access fees

If we grant the request, you will have to pay us a further [access fee](#) the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one-third of the prescribed access fee ([Section 54\(2\)](#)). The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

6 GROUNDS FOR US TO REFUSE ACCESS

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy ([Section 63](#)),
- another company's commercial information ([Section 64](#)),
- someone else's confidential information ([Section 65](#)),
- research information ([Section 68](#)),
- the safety of individuals and property ([Section 66](#)), or
- records privileged from production in legal proceedings ([Section 67](#)).

Our decision on giving you access

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.


7 REMEDIES AVAILABLE IF WE REFUSE TO GIVE YOU ACCESS

If we deny your request for access, you may:

- apply to a court ([Section 78](#)) with appropriate jurisdiction, or
- [complain](#) to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

8 HOW WE PROCESS AND PROTECT PERSONAL INFORMATION

We process the personal information of various categories of people for various purposes. Please refer to our website for our  **Privacy Policy** or ask our information officer for a copy.

9 AVAILABILITY OF THIS ACCESS TO INFORMATION MANUAL

This manual is available in English in electronic format on our website and in physical format at the reception of our company offices.

10 UPDATES TO THIS ACCESS TO INFORMATION MANUAL

We will update this Access to Information Manual whenever we make material changes to it.

Annexure A - REQUEST FEES

Please note: these are not the fees VSP charges to get access to VSP' records. These are the fees that any holder of information can charge for access to their records.

Item	Description	Amount
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	Printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none">• a flash drive (provided by the requester)• a compact disc (CD) if the requester provides the CD to us• a compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the

Item	Description	Amount
		quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disc (CD) if the requester provides the CD to us For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R145.00 R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.