PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000

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1. Introduction

This manual is published in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended by the Protection of Personal Information Act 4 of 2013 ("POPIA").

The purpose of this manual is to provide a description of the records held by Vitozol (Pty)Ltd to set out the procedures to be followed when requesting access to such records.

2. Contact Details – Private Body

Deputy Information Officer	Thomas Taoushanis
Position	Deputy Information Officer
Postal Address	PO Box 2502 Honeydew 2040
Physical Address	3 Executive City 13 Industrial Rd Kya Sand Randburg
Telephone Number	(+27)10 157-3830
Email Address	thomast@vanacht.co.za
Website	www.vitozolpets.co.za

3. The ACT (PAIA)

PAIA gives effect to the constitutional right of access to information held by private bodies, which is required for the exercise or protection of any rights. Requests for access must follow the procedure outlined in this manual and must be made using the prescribed form.

4. Guide from the Information Regulator

The Information Regulator has compiled a guide to assist the public in understanding how to exercise their rights under PAIA and POPIA. It is available at: www.inforegulator.org.za

5. Categories of Records Available Without Request

The following records may be accessed without a formal PAIA request, subject to changes from time to time:

- Company profile and brochures
- Marketing material
- Policies published on website
- Published newsletters or press releases

6. Records Available on Request

Records that may be requested in terms of PAIA include (subject to grounds for refusal):

6.1. Personnel Records

- Employment contracts
- Leave records
- Training material

6.2. Client Records

- Contracts with clients
- Invoices and statements
- Correspondence

6.3. Supplier/Vendor Records

- Contracts and service level agreements
- Payment and tax information

6.4. Company Records

- Registration documents
- Minutes of meetings
- Financial records
- Tax records

6.5. Information Technology

- Policies on acceptable use
- Security incident logs

7. Request Procedure

Requests must be made in writing using the prescribed Form (available at https://inforegulator.org.za/paia-forms/) and submitted to the Deputy Information Officer at the contact details provided above.

A request fee may be applicable as per the Fee Schedule issued under PAIA.

8. Grounds for Refusal of Access

Access to records may be refused on the following grounds:

- Protection of privacy of third parties.
- Protection of commercial or confidential information.
- If access would result in the unreasonable disclosure of Personal Information.
- Legal privilege.

9. POPIA Integration

As required under POPIA, we process Personal Information lawfully and transparently. Data subjects have the right to:

- Access their Personal Information.
- Request correction or deletion.
- Object to processing under certain conditions.

These rights may be exercised using the same contact details provided above. The forms are available at:

https://inforegulator.org.za/paia-forms/ and https://inforegulator.org.za/popia-forms/.

10. Availability of the Manual

This manual is available for inspection:

- On our website at www.vitozolpets.co.za, or
- At our office during normal business hours.