

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

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VGI CONSULTING (PTY) LTD
MULTIDISCIPLINARY ENGINEERS & PROJECT MANAGERS

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1. INTRODUCTION

VGI Consulting is a company of multidisciplinary engineers and project managers. The company is a registered entity with the CIPC per statutory legislative requirements and with CESA per non-statutory industry regulations.

This manual is created in line with the Promotion of Access to Information Act and the Protection of Personal Information Act.

2. PURPOSE OF THIS MANUAL

The purpose of this manual is:

- to ensure that VGI complies with the requirements of the PAIA act section 51 to have this manual in place.
- for interested parties who want access to records held by VGI and to inform those parties of the procedure to follow when requesting access to records held by VGI.
- to provide a description of records held by VGI which are held in compliance with legislative requirements.
- to inform data subjects of security measures put in place to protect their personal information held by the company.
- to inform data subjects to whom their personal information be transferred within and beyond the borders of South Africa.
- to inform interested parties of the Information Regulator's guide, how to use it and where it can be accessed.

3. SCOPE OF THIS MANUAL

This manual is applicable to any interested party that wishes to protect or exercise a right by accessing records held by VGI Consulting (Pty) Ltd. This manual is also applicable to those whose personal information is held by the company.

4. ACRONYMS & DEFINITIONS

Data subject is defined in the person to whom personal information relates.

Day refers to a calendar day unless otherwise stated.

Deputy Information Officer refers is the person delegated by the Information Officer of a private body and to whom the Information Officer can delegate other PAIA powers.

Form 2 refers to the form is provided by the information regulator and should be used to request access to information held by a public or private body.

Guide refers to the document made in line with section 10 of PAIA to assist a person who wishes to exercise any right contemplated in PAIA and the POPIA.

Information Officer refers to Managing Director or equivalent officer of a juristic person or any person duly authorised by the leader and is charged with the duties and responsibilities contemplated in Section 55 of the POPIA

PAIA refers to the Promotion of Access to Information Act

POPIA refers to the Protection of Personal Information Act

Record refers to any recorded information regardless of the from in which it comes.

VGI used interchangeably with *the company* refers to VGI Consulting (Pty) Ltd

5. CONTACT DETAILS FOR ACCESS TO INFORMATION

5.1. The Information Officer

Managing Director:	Jan Sarel Martinus Venter
Business Address:	Building 4 Highgrove Office Park C/O Olievenhoutbosch Road & Tegel Avenue Highveld Centurion 0157
Postal Address:	PO Box 68968 Highveld Centurion 0169
Telephone Number:	012 682 9140
Fax Number:	012 665 1718

Electronic Mailing Address: info@vgi.co.za

Webpage: www.vgi.co.za

5.2. The Deputy Information Officer of VGI Consulting

Name of Deputy Information Officer: Matthys Johannes Geyser

Designation: HR & SHERQ Manager

Business Address: Building 4 Highgrove Office Park
C/O Olievenhoutbosch Road & Tegel Avenue
Highveld
Centurion
0157

Postal Address: PO Box 68968
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Telephone Number: 012 682 9140

Fax Number: 012 665 1718

Electronic Mailing Address: info@vgi.co.za

Webpage: www.vgi.co.za

6. GUIDE ON HOW TO USE PAIA

6.1. Summary of the Section 10 Guide

The Information Regulator has compiled a Guide in terms of Section 10 of the PAIA act for use by any person who wishes to exercise the rights contained in the PAIA and POPIA. The Guide is available in South Africa's eleven languages on the Information Regulator's website. It is also available in Braille which can be accessed by contacting the Information Regulator directly.

All requests for records held by VGI must follow the guidelines contained in the Information Regulator's PAIA Guide. Included in the PAIA guide is:

- Contact details of the Information Regulator.
- The objects of the POPIA and PAIA.

- Information on who can make PAIA request; the process for making such a request; how to make the request; and the fees payable by the requester.
- Contact information of the Information Officers of every public body and Deputy Information Officers of every private and public body.
- The assistance available from the Information Officer of a public body and the information Regulator in terms of the PAIA and POPIA
- Legal remedies available against a decision or failure to take a decision by an Information Officer or Deputy Information Officer.

The abovementioned Guide is available on request to the Information Officer and can also be accessed on the Information Regulator's website (<https://infoeregulator.org.za/paia-guidelines/>). The Guide is also available in English and Afrikaans for inspection during normal business hours at our head offices in Centurion.

7. RECORDS HELD BY VGI

7.1. Notice of readily available records

As of the time that this policy is drafted/updated, VGI does not have any documents readily available but does have public records that do not require following the Guide to access them. These includes records or documentation that can be found on VGI's website, CESA register, and CIPC.

7.2. Records held per legislative requirements

VGI holds records per the following legislative requirements where applicable to the operational requirements of the company.

- i. Basic Conditions of Employment Act No. 75 of 1997
- ii. Broad-Based Black Economic Empowerment Amendment Act 46 of 2013
- iii. Companies Act 71 of 2008
- iv. Compensation for Occupational Injuries and Diseases Act 130 of 1993
- v. Employment Equity Act 55 of 1998
- vi. Engineering Profession Act 46 of 2000
- vii. Financial Intelligence Centre Act 38 of 2001
- viii. Immigration Act 13 of 2002
- ix. Income Tax Act 58 of 1962

- x. Intellectual Property Laws Amendment Act 38 of 1997
- xi. Labour Relations Act 66 of 1995
- xii. National Building Regulations and Building Standards Act 103 of 1977
- xiii. Occupational Health and Safety Act 85 of 1993
- xiv. Pension Funds Act 24 of 1956
- xv. Project and Construction Management Professions Act 48 of 2000
- xvi. Promotion of Access to Information Act 2 of 2000
- xvii. Protection of Personal Information Act 4 of 2013
- xviii. Skills Development Act 97 of 1998
- xix. Skills Development Levies Act 9 of 1999
- xx. Unemployment Insurance Act 63 of 2001
- xxi. Unemployment Insurance Contributions Act 4 of 2002
- xxii. Value-Added Tax Act 89 of 1991

Access to legally required records will be granted per the Information Officer's approval or refusal unless disclosure of such documents is forbidden per the legislation governing the records kept. *Appendix A - Records by Subject Per Legislation* can be referenced for the full list of records held per legislation and department at VGI.

Records are retained per the legislation or regulation governing such records. The record will be archived off-site once the retention period has lapsed.

8. DETAILS TO FACILITATE A REQUEST FOR ACCESS

To request a record held by VGI, the requestor must follow the below procedure drafted in line with the PAIA guide.

- i. Determine and identify the record, manner and form of access you want.
- ii. Complete Form 2 with sufficient information to allow VGI to easily identify the records requested. The form can also be found on the information regulator's webpage.
- iii. Attach proof of payment of the request fee, proof of your identity, and submit to the information officer of VGI.
- iv. In line with the PAIA, VGI will have 30 thirty days to process the request and send the information to the requester if the requester has correctly completed the request form and the Information Officer approves the request for access.

- v. The Information Officer may communicate to the requester that they will require additional time, not exceeding an additional 30 days, to process the request.
- vi. The requester of information will be informed whether their request for access to information was granted or refused, and the fees payable by the requester.
- vii. If the requester is submitting the request on behalf of another individual, the requester will be required to submit proof of their capacity in requesting the information.
- viii. Before any request for information can be processed, the requester will be required to pay a request fee and if applicable the deposit fee as prescribed in *Section 12* of this policy.
- ix. The form mentioned above must be completed in its entirety. Failure to correctly or sufficiently complete the form will result in a delay in processing or the request being denied.

A diagram of the above process is depicted in the information regulator's Guide.

9. DECISION OF THE INFORMATION OFFICER

VGI's Information Officer has 30 (thirty) days to decide whether the request for access will be granted or declined. In instances where the requester has requested a large amount of information or archived information not currently held at the VGI offices in Centurion, VGI may extend the period by an additional 30 (thirty) days. Where an extension is needed by VGI to gather the information, VGI will notify the requester in writing with the specific additional timeframe by which the records will be made available to the requester.

The decision of the Information Officer to refuse a request for access to records is final. Where access to records has been granted the requester must pay in full all fees applicable to their request including reproduction fees in full before the records can be released or collected from VGI.

10. GROUNDS REFUSAL OF ACCESS TO RECORD(S)

VGI as a private body is entitled to refuse a request for records it holds on the following grounds contained in the Act:

- i. Mandatory protection of privacy of third party who is natural person or is a deceased individual.
- ii. Mandatory protection of commercial information of third-party including trade secrets, supplier information, and financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interest of that third party.
- iii. Mandatory protection of certain confidential information of third party.
- iv. Mandatory protection of safety of individuals, and protection of property.
- v. Mandatory protection of records privileged from production in legal proceedings.
- vi. Commercial information of private body.
- vii. Mandatory protection of research information of third party, and protection of research information of private body.
- viii. Where a record cannot be found, the Information Officer will furnish the requester with an affidavit attesting to the impossibility of granting the request.
- ix. Discretionary grounds of refusal where the Information Officer has made an independent decision on grounds not listed above.
- x. Where a record for which access is requested cannot be found or doesn't exist, the Information Officer will notify the requester of the impossibility of granting a requester access by way of an affidavit. The affidavit will include a full account of steps taken to trace and find the records.

11. LEGAL REMEDIES AVAILABLE AGAINST DECISIONS MADE BY VGI

VGI does not have an internal appeal process against the Information Officer's decision to refuse access to information. A requester who is not satisfied with the Information Officer's decision to decline or refuse access to a record may file a complaint with the information regulator to remedy their dissatisfaction. This complaint must be filed using Form 5 within 180 days of having received the decision from the Information Officer. The Form mentioned above is available on the Information Regulator's website.

Where the outcome of the complaint lodged with the information regulator does not satisfy the complainant, the complainant may file an application with the court.

12. FEES APPLICABLE TO RECORD ACCESS

12.1. Request Fee

Anyone who files a request for access to records held by VGI, will be required to pay the request before the request can be considered. The request fee is payable to the company's bank account and proof thereof must be sent along with the documents needed to facilitate the process. The Information Regulator has currently set the request fee at R140.00 for private bodies.

If the records to which a requester wants access are archived or are not kept at VGI head office in Centurion and the Information Officer is of the opinion that the search for the records will exceed six hours, the requester will be required to pay the deposit fee.

12.2. Reproduction and Access Fees

Reproduction and access fees are payable when request for access to a record has been granted by the Information Officer of VGI. The below fees are statutorily set by the Information Regulator.

Item	Fee Per Item
Request Fee	R 140.00
A4 Photocopy and Printed copy in Black & White	R 2.00
For a copy in a computer-readable form on a USB or CD	R 60.00
For a transcription of visual images per A4-size page	Service provider to quote.
Copy of visual images	Service provider to quote.
Transcription of an audio record, per A4-size	R 24.00
Copy of an audio record	R 60.00
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R 145.00 per hour and cannot exceed R 435.00
Postage, e-mail or any other electronic transfer	Actual cost of service
Deposit Fee	1/3 of the total amount payable to VGI.



13. PROTECTION OF PERSONAL INFORMATION

13.1. Purpose of processing Personal Information

Per the guideline contained in the POPIA the processing of personal information must be for a specific purpose, legal, and must not infringe on the data subject's right to privacy.

VGI processes personal information for the following reasons:

- Employee administration
- Client relationship management
- Project acquisition, execution, and reporting
- Legal and regulatory compliance
- Marketing and communication
- Security and access control

As outlined in POPIA, the purpose for which personal information is collected and processed by VGI will be stated when communication is sent to the responsible party or data subject requesting the information. VGI as the responsible party must ensure that any information it collects and processes adheres to the conditions set in the POPIA.

Data subjects have the right to object to the processing of their personal information. The data subject who wishes to object to the processing of their personal information may complete Form 1. The PAIA guide may be referenced for complete details on objecting against the collection of personal information.

13.2. Categories of data subjects

Data subjects are per legislation either a natural person or a juristic person. Below is a list of data subjects whose personal information is (was) collected by VGI.

- Employees
- Clients
- Affiliated companies
- Contractors
- Suppliers
- Service Providers

The following is a description of the categories of data subjects and the information or categories of information relating thereto as required in the PAIA Section (51)(1)(c)(ii).

Category of Data Subject or Information	Category of Records
Employees	Personal details, identification, contractual agreements and addendums, educational and professional, pension and medical aid, training, development, post-employment, pre-employment checks, disciplinary, timekeeping and leave records, IT system logs, etc.
Clients	Contractual agreements with clients and between clients and contractors, correspondence with clients, marketing information, project deliverables, other commercial and procurement documents, and other documents necessary for VGI to fulfil its contractual obligations to clients.
Affiliated companies	Company's competency records where applicable, marketing information.
Contractors	Service agreement with clients, competency and capabilities records financial documents, SHE information etc
Suppliers and Service Providers	Business addresses, product and marketing information, agreements, financial documents

13.3. Recipients of personal information

Depending on the contractual agreement between VGI and a data subject or between the data subject and a third party where VGI is an intercessor, the following recipients may receive personal information collected by VGI.

- Affiliated and subsidiary companies
- Government departments or offices (Institutions) per legal requirements
- Statutory and non-statutory oversight bodies
- Industry Councils
- Clients
- Service providers

13.4. Transborder flow of Personal Information

Chapter 9: Transborder Information Flows of the POPIA states that personal information of any data subject may only be transferred out of South Africa if



- The recipient of the information in the other country can offer “adequate level” of protection to keep the information secure. The Act further states that data protection laws in the recipient country must be like South Africa’s laws.
- The data subject consents to the transfer of their information.
- The transfer of information is necessary to ensure the data subject fulfils their contractual or pre-contractual obligations per agreement with the responsible party.
- The transfer is necessary for the conclusion of a contractual agreement between the responsible party and the third party for the benefit of the data subject.
- The transfer is for the benefit of the data subject, and the data subject is likely to consent to the transfer of their information.

Where it is necessary for the operational requirements of the company and is agreed upon contractually with the data subject, personal information will be transferred to and from the VGI and other countries that may or may not have data protection laws.

13.5. Security measures implemented by VGI

The following is a summary of the security measures implemented by VGI as the responsible party to ensure the confidentiality, integrity and availability of information.

- i. Personal data is stored electronically on a secured data server.
- ii. Security and sharing setting only allow access to a list of predefined users.
- iii. VGI has a firewall to prevent any unauthorised access to our data from outside.
- iv. All network devices are controlled by the domain controller.
- v. Each computer has AI driven end user protection software installed.
- vi. All employees are subscribed to uSecure to improve user knowledge and awareness.
- vii. VGI and VGI Africa user accounts have MFA (multi factor authentication) enabled to prevent unauthorised access, should user credentials become compromised.
- viii. Data shared between VGI and VGI Africa is kept on a cloud-based collaboration and document management platform with permissions set per user.

14. UPDATING OF THE MANUAL

The head of VGI is responsible for ensuring that this document is drafted and updated per company policy and PAIA requirements on the review of documents.

This manual is available on VGI's website, and the hard copy of this manual is available at VGI Offices in Centurion for inspection during normal office hours.



15. RECORD OF REVISION

REVISION TABLE		REVISION	DATE
Initial Issue		0.0	Jun 2026
DOCUMENT RETENTION		PERIOD	STATUS
Documents in use		3 Years	Active
Obsolete document			