



51 Ingersol Road | Lynnwood Glen | Pretoria | 0081
012 348 2264 | 24 Hour Control Room 082 978 4328
info@dcmsecurity.com
PSIRA No.1821972

VIRTUAL COLLECTIVE

(And all its subsidiaries)

PAIA

MANUAL (AS REQUIRED BY SECTION 51 OF ACT NO.

2 OF 2000, PROMOTION OF ACCESS TO

(INFORMATION ACT)





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1 INTRODUCTION:

The “VC” Group is a group of companies functioning within the distribution and supply chain network, Performing Arts and production space that is obligated to comply with The Promotion of Access to Information Act 2/2000.

POPI requires the “VC” Group to inform their clients as to the way their personal information is used, disclosed, and destroyed. The “VC” Group guarantees its commitment to protecting its client’s privacy and ensuring that their personal information is used appropriately, transparently, securely and in accordance with applicable laws.

The Policy sets out the way the “VC” Group deals with their client’s personal information as well as and stipulates the purpose for which said information is used.

The Policy is made available on the “VC” company website www.virtualcollective.africa, and by request from the “VC” head office.

Subsidiaries:

Virtual Productions

SV105 trading

Flexifusions

Blue Banana

Viseronline

DCM Wildstone security

Parasol

Itickets





2 CONTACT DETAILS (SECTION 51 (1) (A)):

Persons designated/duly authorized persons:

Directors: Victor van Graan
Danie Geyer

Information officer: Philip Potgieter (*the office manager is the Head of a private body therefore in terms of PAIA is the Information Officer of the entity and her contact details are listed*)

Telephone number: 012 991 5924

e-mail address: philip@virtualcollective.africa

Street address: 52 Lechwe St, Randjespark, Midrand, 1685, South Africa

3 THE ACT AND SECTION 10 GUIDE (SECTION 5(1) B):

Section 10 of the Act provides that:

The Human Rights Commission must, within 18 months of this section, compile in each official language a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in this Act.

- (a) Publication of manual: Every private body must publish a manual of the Act.
- (b) A private body may on a voluntary and periodic basis submit to the Minister of Justice a description of what records are automatically available without a person having to request them under the Act, and how to obtain access to them.
- (c) Private companies must take 'reasonable steps to establish adequate and appropriate internal measures' providing for the correction of personal information held by it
- (d) The responsibilities in terms of this Act are on the head of a private body

Definition: Private body

A private body is any person who runs a business, or trade or profession, or a partnership or any juristic person, like a company or a cc





Contact details should be included:

Private Bag 2700 Houghton 2041

Tel: 011- 484 8300

Fax: 011 – 4841360

4 SECTIONS 51 (1) (C) AND (D): RECORDS

RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO EITHER EMPLOYEES ONLY OR THE GENERAL PUBLIC AND EMPLOYEES

- 4.1 The following records are available to all employees and can be requested in accordance with our procedures.
- 4.1.1 personnel records are available to the employee whose file it is
 - 4.1.2 records of disciplinary hearings and related matters are available to the employee concerned
 - 4.1.3 the company's policies and procedures manual
 - 4.1.4 the company's document format manual.
- 4.2 The following records are available to the general public, and all employees and can be requested in accordance with the procedure set up by information officer. Annexure G
- 4.2.1 the company's employment equity plan
 - 4.2.2 the company's skills development plan.

The following records are not automatically available without a request in terms of the Act (section 51(1)(c))

- 4.3 all statutory returns
 - 4.3.1 VAT
 - 4.3.2 workmen's compensation
 - 4.3.3 UIF
 - 4.3.4 regional services levies
 - 4.3.5 skills development levies.





Documents concerning compliance by the company, insofar as it may be necessary, with legal obligations in terms of the Attorneys Act No. 53 of 1975, the Occupational Health and Safety Act No. 85 of 1953 and any other applicable environmental legislation.

4.5 These Following records are not automatically available without a request in terms of the Act. (Section is subject to section 63(1)) *the head of a company must refuse a request for access if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party including a deceased individual.*

- Human Resources department
- Personnel information including employment history and health records that the company may hold from time to time.
- Training and development information.
- General files containing information on employee benefits
- Building plans.
- Information related to projects conducted by the company
- Equipment details.
- Costings of hardware and software.
- Function records and related costings.
- Stock sheets.
- List of suppliers.
- Company secretarial records.
- Finance/Accounts department
- Marketing department
- Support services
- Delivery and collection sheets.

5 PROCESSES OF REQUESTING INFORMATION NOT AUTOMATICALLY AVAILABLE

5.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record. The requester must complete the prescribed form and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as stated above.





The prescribed form must be filled in with enough information to at least enable the Information Officer to identify: (Annexure A)

- The record or records requested
- The identity of the requester
- Which form of access is required, if the request is granted
- The postal address or fax number of the requester. The requester must state why they require the information, and clearly state the nature of the right. In addition, the requester must clearly specify why the record is necessary.

5.2 "VC" will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

The requester shall be informed whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The requester must pay the prescribed fee before any further processing can take place. (Annexure B)

If an information officer fails to give the decision on a request for access to the requester concerned within 30 days, the information officer is regarded as having refused the request.





6 FEES PAYABLE

(Section 51 (1) (f)) Please attach the Fee schedule to the manual downloadable from the SAHRC website and the prescribed form C which is also available from the SAHRC website.

The following applies to requests (other than personal requests):

- 6.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 6.2 Records may be withheld until the fees have been paid.
- 6.3 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za. (Annexure B)

7 REMEDIES AVAILABLE FOR REFUSAL OF REQUEST

Internal Remedies

“VC” does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

External Remedies

- A requestor that is dissatisfied with the Information Officer’s refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.
- Likewise, a third party dissatisfied with the Information Officer’s decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

8 UPDATING OF MANUAL

The company may update this manual every six months or at such intervals as may be necessary





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ANNEXURES

FORM A - REQUEST FOR DOCUMENTS

FORM B - FEES SCHEDULE

FORM C - SCHEDULE OF RECORDS

FORM D - APPLICABLE LEGISLATION

FORM E - ACT – INFORMATION REQUEST OF 3RD PARTY

