

PAIA MANUAL

In terms of the Promotion of Access
to Information Act (No.2 of 2000)
(the “Act”)



Table Of Contents

1.	INTRODUCTION.....	3
2.	PURPOSE	3
3.	SCOPE	4
4.	THE HUMAN RIGHTS COMMISSION GUIDE.....	5
5.	CONTACT DETAILS OF THE REGULATOR	5
6.	APPLICABLE LEGISLATION.....	6
7.	TYPES OF RECORDS.....	6
8.	GROUND REFUSAL OF ACCESS TO RECORDS	6
9.	REQUEST PRCEDURE.....	8
10.	PRESCRIBED FEES.....	9
11.	DECISION	9
12.	REMEDIES	9
13.	ANNEXURE 1 – STATUTORY RECORDS	10

1. INTRODUCTION

The Promotion of Access to Information Act, No.2 of 2000 ("the Act") is an Act that was passed to give effect to the constitutional right held by South African citizens, of access to any information held by the State or by another person, which is required for the exercise or protection of any right. Where a request is made in terms of the Act, the body to which the request is made is obliged to give access to the requested information, except where the Act expressly provides that the information may or must not be released.

Therefore, the right of access to information and this Manual is only applicable to South African citizens, as defined in the Constitution of the Republic of South Africa Act 108 of 1996. It is important to note that the Act recognises certain limitations to the right of access to information, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient, and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

2. PURPOSE

The purpose of this manual is to provide information that is needed by any person who wishes to exercise any right contemplated in the Promotion of Access to Information Act, No. 2 of 2000 (PAIA) and Protection of Personal Information Act, 2013 ("POPIA"). Any person, irrespective of citizenship, can apply for access to information under PAIA.

- This manual will specifically assist a person, also called a data subject, in accessing his/her personal information in terms of section 23 of POPIA. Under POPIA, a person or data subject has the right to –
- request a responsible party to confirm, free of charge, whether the responsible party holds personal information about them, and
- request from a responsible party the record or a description of the personal information about the data subject held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information;
- request a responsible party to –
 - correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully; or
 - destroy or delete a record of personal information about the data subject that the responsible party is no longer authorised to retain.

This manual will also assist any person in requesting access to records under PAIA. The manual will also assist requesters in:

- understanding PAIA, its benefits and background;
- learning the step-by-step process by which to make a request and additional tips for making that process easier;
- learning the types of information which can be requested using PAIA;
- understanding the process by which a requester can challenge a decision taken in relation to their request;
- being introduced to the changes that will occur to PAIA once POPIA is fully operational.

This manual will also assist people in understanding how to challenge the granting of access to their records or how to participate in the process of accessing their records.

3. SCOPE

The scope of this manual includes VISIO Fund Management (Pty) Ltd; its subsidiaries and associated companies. Hereinafter referred to as “VISIO”.

Person designated/duly authorised persons:	
Directors:	Mr. Patrice Michael Moyal (Chief Investment Officer), Mrs. Althea Modiselle, Mrs. Alida de Swardt, Mr. Andre Rousseau
Information Officer/CEO:	Mr. Patrice Michael Moyal
Deputy Information Officer:	Mr. Kyle McMahon
Physical Address:	5th Floor, Ninety II Rivonia 92 Rivonia Road Wierda Valley, Sandton 2196
Postal Address:	5th Floor, Ninety II Rivonia 92 Rivonia Road Wierda Valley, Sandton 2196
Telephone Number:	+27 11 245 8900
Email:	info@visiofund.co.za

4. THE HUMAN RIGHTS COMMISSION GUIDE

The South African Human Rights Commission is required in terms of the Act to compile a manual in every official language, containing information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act, in a manner that is easily comprehensible to any such person. As at the date of publishing this manual, the manual had not yet been compiled. Any enquiries regarding the manual should be directed to:

The South African Human Rights Commission	
Postal Address:	The South African Human Rights Commission PAIA Unit The Research and Documentation Department Private Bag 2700 Houghton 2041
Telephone Number:	+27 11 877 3600
Email:	paia@sahrc.org.za
Website:	www.sahrc.org.za

5. CONTACT DETAILS OF THE REGULATOR

Information Officers		
Chief Executive Officer:	Mr. Mosalanyane Mosala	
Contact Person:	Ms. Pfano Nenweli	
Email:	PNenweli@justice.org.za	
Deputy Information Officer:	Ms. Varsha Sewlal	
Email:	VarSewlal@justice.co.za	
Addresses:	JD House, 27 Stiemens Street Braamfontein Johannesburg 2001	P.O. Box 31533 Braamfontein Johannesburg 2001
Telephone:	+27 10 023 5200	

The Regulator has a very important role in relation to PAIA. The Regulator is mandated by PAIA, under Part 4, Chapter 1A and Part 5 and other sections, to:

- promote the right of access to information and assist the public in using PAIA where reasonably possible to do so,
- monitor and further the implementation of PAIA by public and private bodies (which includes promoting effective ways to make information timeously available),
- make recommendations to strengthen PAIA, and
- report annually to Parliament.

Section 77C (1) and (2) of PAIA makes provision for the following powers, duties and functions of the Regulator, to –

- investigate a complaint made to the Regulator in the prescribed manner;
- refer the complaint to the Enforcement Committee established in terms of section 50 of the POPIA; or
- decide, in accordance with section 77D, to take no action on the complaint or require no further action in respect of the complaint; and
- act, where appropriate, as conciliator in relation to such complaint in the prescribed manner.

The Regulator may, in terms of section 77H (1) of PAIA, and on its own initiative, or at the request by or on behalf of information officer or head of a private body or any other person conduct an assessment whether a public or private body generally, complies with the provisions of PAIA, insofar as its policies and implementation procedures are concerned.

The Regulator is empowered, in term of section 77F of PAIA, to use its best endeavours to secure a settlement of a complaint, if it appears from the complaint, or any written response made in relation thereto that it may be possible to settle the complaint. This means the Regulator can only try to assist parties to settle their disputes if a complaint is lodged with the Regulator, unless it decides on its own initiative to conduct an assessment.

6. APPLICABLE LEGISLATION

Refer Annexure 1

7. TYPES OF RECORDS

7.1. Records available in terms of any legislation

All records kept and made available in terms of legislation applicable to the entity listed in this Manual and the Financial Services Industry in general, as it applies to the specific environment in which the entity operates, are available in accordance with said legislation.

7.2. Records available without requesting access in terms of the Act

VISIO may, when requested, submit to the Minister a description of categories of records, which are automatically available without a person having to request access in terms of the Act. The Minister must publish any description submitted in the Gazette.

7.3. Records available on request

We set out below the subjects and categories of records that may be denied access under the Act and are available for the purposes of the Act.

Records are held on the following subjects:

- Administrative records;
- Human Resource/ Personnel records;
- Client-related records;
- Financial records; and
- Records in the possession of or pertaining to other parties.

8. GROUND FOR REFUSAL OF ACCESS TO RECORDS

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party;
 - Financial, Commercial, Scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - Information disclosed in confidence by a third party to VISIO if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The commercial activities of VISIO, which may include:
 - Trade secrets of VISIO; or
 - Information which, if disclosed, could put Visio at a disadvantage in negotiations or commercial competition.

- The research information of VISIO or a third party, if its disclosed, would reveal the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious advantage; or
- Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

9. REQUEST PROCEDURE

The person requesting access to information held by VISIO must compile the prescribed form, submit it to the Information Officer at the postal or physical address, or electronic mail address recorded in Part II and pay a request fee and a deposit, if applicable.

The form to be completed will be “FORM 2, REQUEST FOR ACCESS TO RECORD.” This is the latest form as communicated by the Information Regulator.

The prescribed form must be completed with enough particularity to at least enable the Information Officer to identify:

- The records requested;
- The identity number of the person requesting the records;
- The form of access required if the request is granted;
- The contact details of the person requesting the records;
- The right to exercise and/or to protect, and specify the reasons why the records required will enable the person to protect and/or exercise the right;
- The information the requestor wishes to be informed of the decision of the request in a particular manner, the stated manner, and particulars to be so informed; and
- The request for information made on behalf of another person, submitted proof that the person submitting the request has obtained the necessary authorisation to do so.

VISIO will process the request, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

The requestor will be informed in writing whether access has been granted or denied. If, in addition, the requestor requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.

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

The requestor must pay the prescribed fee before any further processing can take place.

10. PRESCRIBED FEES

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

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- If the preparation of the record requested requires more than the prescribed six (6) hours, a deposit shall be paid (of not more than one third of the access fee which would be payable of the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.
- The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za, or the website of the Department of Justice and Constitutional Development (under regulations) at www.justice.gov.za.

11. DECISION

VISIO will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30-day period which VISIO has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another office of VISIO and the information cannot reasonably be obtained within the original 30-day period. The Information Officer will notify the requestor in writing should an extension be sought.

12. REMEDIES

Internal Remedies:

VISIO does not have internal appeal procedures. Therefore, the Information Officer's decision is final. Requestors dissatisfied with an Information Officer's decision must exercise the external remedies available to them.

External Remedies:

A requestor or a third party, who is dissatisfied with an Information Officer's refusal to disclose information, or the disclosed information may within 30 days of notification of the decision, apply to the Constitutional Court, the High Court, or another court of similar status for relief.

13. ANNEXURE 1 – STATUTORY RECORDS

The organisation maintains statutory records and information in terms of the following legislation:

Administration of Estates Act	
Arbitration Act	
Auditing Professions Act	
Basic Conditions of Employment Act	X
Closed Corporations Act	
Collective Investment Schemes Control Act	X
Companies Act	X
Compensation of Occupational Injuries & Diseases Act	
Consumer Protection Act	X
Copyright Act	X
Customs and Excise Act	
Electronic Communications and Transactions Act	
Employment Equity Act	X
Financial Advisory & Intermediary Services Act	X
Financial Institutions (Protection of Funds) Act	
Financial Intelligence Centre Act	X
Friendly Societies Act	
Income Tax Act	X
Insolvency Act	
Labour Relations Act	X
Long-term Insurance Act	
Medical Schemes Act	X
National Credit Act	
Occupational Health and Safety Act	X
Patents Act	
Pension Funds Act	X
Prevention of Organised Crime Act	X
Prevention and Combatting of Corrupt Activities Act	X
Promotion of Access of Information Act	X
Promotion of Equality and Prevention of Unfair Discrimination Act	
Protection of Constitutional Democracy against Terrorist & Related Activities Act	
Short-term Insurance Act	
Skills Development Act	X
Trademarks Act	
Unemployment Insurance Act	X
Value Added Tax Act	X

DISCLAIMER

This report (the “**Report**”) has been prepared by **VISIO Fund Management (Pty) Ltd** (“**VISIO**” or the “**Company**”) for information purposes only and is confidential. It is intended solely for the recipient to whom it has been provided and may not be reproduced, distributed, disclosed or used, in whole or in part, without the prior written consent of **VISIO**. The information contained in this Report has been prepared in good faith from sources believed by **VISIO** to be reliable. However, such information has not been independently verified and may be subject to amendment, revision or updating without notice. While reasonable care has been taken in the preparation of this Report, no representation or warranty, express or implied, is made as to the accuracy, completeness, reliability or suitability of the information contained herein. Accordingly, no reliance should be placed on this Report or its contents for any purpose.

This Report may contain forward-looking statements, forecasts, projections, estimates, financial models and opinions based on current assumptions, expectations and market conditions. Such statements are inherently subject to significant business, economic, market, regulatory, legal, and tax uncertainties, many of which are beyond **VISIO**’s control. Actual results and outcomes may differ materially from those expressed or implied. Certain information contained in this Report, including financial projections, forecasts, assumptions, illustrative examples and market data, is inherently subject to uncertainty and should not be regarded as a guarantee or representation of future performance. Any opinions expressed are those of management as at the date of this Report and are subject to change without notice. **VISIO** undertakes no obligation to update or revise any forward-looking statements to reflect subsequent events or circumstances.

Nothing contained in this Report constitutes or forms part of an offer, invitation, recommendation or solicitation to subscribe for, acquire, dispose of or otherwise transact in any financial product, security or investment, nor shall it form the basis of, or be relied upon in connection with, any contract or investment decision. This Report does not constitute investment, financial, legal, accounting, tax or other professional advice. Recipients should obtain their own independent professional advice appropriate to their particular circumstances before making any investment or business decision.

Recipients are responsible for conducting their own due diligence and forming their own independent assessment of the information presented. To the fullest extent permitted by applicable law, neither **VISIO**, its directors, officers, employees, shareholders, representatives, affiliates nor advisers accept any liability whatsoever for any direct, indirect, consequential or incidental loss or damage arising from, or in connection with, the use of, reliance upon, or interpretation of this Report or its contents.

Any references to investment performance, expected returns, market opportunities or future business prospects are illustrative only and should not be interpreted as guarantees of future performance or outcomes. Past performance, where referenced, is not necessarily indicative of future results. Unless otherwise stated, all information contained in this Report is current as at the date of issue and is subject to change without notice.

VISIO Fund Management (Pty) Ltd is an authorised Financial Services Provider (FSP No. 49566) in terms of the Financial Advisory and Intermediary Services Act, 2002.

 info@visiofund.co.za visiofund.co.za +27 11 245 8900 (JHB) +27 10 020 6263 (CT)	 5th Floor, Ninety II Rivonia 92 Rivonia Road, Wierda Valley, Sandton, 2196, Johannesburg	 1st Floor Constantia Emporium, c/o Ladies Mile & Spaanschemat River Road, Constantia, 7806, Cape Town
---	--	--