

PAIA Manual

Of

IOVerified (Pty) Ltd

(Private Body)

Prepared and compiled on 2023-06-02 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 in respect of IOVerified (Pty) Ltd and its associated entities.

Update: 2023-06-01

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## **1. INTRODUCTION**

IO Verified ("IOVerified") is the holding company of various service providers.

Our portfolio includes specialised security solutions, internet services, infrastructure and aggregation.

We have since grown into divisions that include local brands, each finding a better way to provide a unique customer-driven solution based on our client's individual needs. We strive daily with our passionate team to find better ways to give people peace of mind in dealing with a company that can tackle their hassles.

Through the modern world of technology, we work hard to improve and perfect our reliable and effective services with a dedicated, diverse thinking team to keep you ahead.

IOVerified (Pty) Ltd supplies technology solutions across all major industry verticals. These services are applied to provide high value solutions for both private and enterprise clients

IOVerified supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

## **2. SCOPE OF THE MANUAL**

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("the Act").

The Act gives effect to the provisions of Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

## **3. THE ACT**

The Promotion of Access to Information Act, No 2 of 2000 ("The Act") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

#### **4. PURPOSE OF THE MANUAL**

**In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.**

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, 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 that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

Wherever reference is made to "Private Body" in this manual, it will refer to IOVerified (Pty) Ltd and all its entities for whom this manual is drafted.

#### **5.1 CONTACT DETAILS:**

Information Officer:

Renier Soekoe

**Physical Address:**

Address: 22 Gill St, Gillview, Johannesburg, 2001

Phone Number: 010 125 0401

E-mail:

renier@ioverified.com

#### **5.2 GENERAL INFORMATION:**

Name of **Private Body:**

**IOVerified (Pty) Ltd**

Postal Address: PO Box  
6206

Address: 22 Gill St, Gillview, Johannesburg, 2001

Phone Number: 010 125 0401

E-mail:  
renierl@loverified.com

Website:  
<https://www.loverified.com>

## 6. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

The South African Human Rights Commission had compiled the guide contemplated in Section 10 of **The Act**. It contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in **The Act**. The Guide is available for inspection, inter alia at 29 Princess of Wales Terrace, cnr York and St Andrews Street. Any enquiries regarding this guide should be directed to:

### **The South African Information Regulator, at PAIA Unit**

JD House, 27 Stiemens Street, Braamfontein,  
Johannesburg, 2001.  
Phone: 010 023 5200

Email: [PAIAComplaints@infoeregulator.org.za](mailto:PAIAComplaints@infoeregulator.org.za)

Email: [POPIAComplaints@infoeregulator.org.za](mailto:POPIAComplaints@infoeregulator.org.za)

## 7. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of the Act, has to date not been published.

## 8. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that the **Private Body** holds in order to facilitate a request in terms of **The Act**.

The information is classified and grouped according to records relating to the following subject and categories: It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

## General

- VAT Records
- Tax Records
- PAYE Records
- UIF Records
- SDL Records
- Management Accounts and Audited Financial Statements
- Asset Inventors
- Asset Register

## Operating system

- Invoice
- Weekly / monthly / quarterly / annual statement
- Debit note
- Credit note

## Operational Documents and Records

- Promotional material
- Marketing call reports
- Written policies regarding business plan / activities
- Written service specification
- Product / service manuals
- Work instruction manuals
- Customer database
- Customer application forms
- Payment in respect of goods / services based on C.O.D. / 30day and longer
- Sales records
- Company profile

## **9. RECORDS REQUIRED IN TERMS OF LEGISLATION**

Records are kept in accordance with legislation applicable to IOVerified (Pty) Ltd, which includes but is not limited to, the following –

- Companies Act, No. 61 of 1973
- Income Tax Act, No. 58 of 1962
- Value Added Tax Act, No. 89 of 1991
- Labour Relations Act, No. 66 of 1995
- Basic Conditions of Employment Act, No. 75 of 1997
- Employment Equity Act, No. 55 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Unemployment Insurance Act, No. 30 of 1966
- Electronic Communications and Transactions Act, No. 25 of 2002.
- Telecommunications Act, No. 103 of 1996
- Electronic Communications Act, No. 36 of 2005
- ICASA Act, No. 13 of 2000
- Film and Publications Act, No. 65 of 1996
- Regulation of Interception of Communications and Provision of Communication-related Information Act, No. 70 of 2002

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

## **10. RECORDS HELD IN RESPECT OF 3<sup>RD</sup> PARTY (IES)**

Records held by the Private Body pertaining to other parties, including without limitation:

- financial records
- correspondence
- contractual and transactional records
- electronic mail logs
- cached information
- records provided by the other party, and records third parties have provided about the contractors/suppliers or customer
- Personnel, customer or IOVerified records which are held by another party as opposed to being held by IOVerified

## **11. REQUEST PROCEDURE FOR OBTAINING INFORMATION**

### **Access to records held by the PRIVATE BODY**

Records held by the **Private Body** may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of **The Act**, including the payment of a requested access fee.

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 C and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- 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 or email address of the requester.

The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

The **Private Body** will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied. If, in addition, the requester requires the reason for the decision in any other manner, he / she 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 requesters 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.

## 12. FEES

**The Act** provides for two types of fees, namely:

- A request fee, which will be a standard fee; and
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.



When the Information Officer receives the request, such Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated in **Appendix D**.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

### **13. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION**

The main grounds for the **Private Body** to refuse a request for information relates to the:

Mandatory protection of the privacy of a third party that is a natural person that 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, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
- Information disclosed in confidence by a third party to the Private Body, 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;

Mandatory protection of confidential information of the protection of property;

Mandatory protection of records that would be regarded as privileged in legal proceedings;

The commercial activities of the **Private Body**, which may include:

- Trade secrets of the **Private Body**;
- Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of the **Private Body**;
- Information which, if disclosed could put the **Private Body** at a disadvantage in negotiations or commercial competition;

- A computer program, owned by the **Private Body**, and protected by copyright. The research information of the **Private Body** or a third party, if its disclosure would reveal the identity or the **Private Body**, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

## 14. REMEDIES AVAILABLE IN THE EVENT OF REFUSAL OF REQUEST FOR INFORMATION

### Internal remedies

The **Private Body** does not have an internal appeal procedure. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

### External remedies

A requester who is dissatisfied with an 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 an 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. A Court for relief, is a Court of Law as referred to in The Act or any other Court of similar status.

## 15. DECISION

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

**APPENDIX A**

**FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.**

**4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017**

[Regulation 3(2)]

*Note:*

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

Mark the appropriate box with an "x".

**Request for:**

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party ( <i>if the responsible party is a natural person</i> ):	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code (      )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)</b>

\* Delete whichever is not applicable

Signed at ..... this ..... day of .....20.....

.....

*Signature of Data subject*

**REQUEST FOR AMENDMENT, CORRECTION OR ERASURE OF PERSONAL DATA**

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted as held by us. As a general rule, your request will be handled free of charge. However, if we are to find your request to be manifestly unfounded, excessive, or repetitive, we may charge a reasonable fee based on the administrative cost of providing the information.

Please fill out the details below and we will get back to you 30 calendar days upon receipt of a fully completed form, proof of identity and other required documents, if applicable. The aforementioned documentation should be sent to the following address:

**Information Officer Renier Soekoe**  
**Address: 22 Gill St, Gillview, Johannesburg, 2001**  
**Phone Number: 010 125 0401**  
**Email:renier@ioverified.co.za**

**APPENDIX B**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
 Information officer

**Information Officer Renier Soekoe**  
**Address: 22 Gill St, Gillview, Johannesburg, 2001**  
**Phone Number: 010 125 0401**  
**Email:renier@ioverified.co.za**

APPENDIX C

**FORM TO OBJECT TO THE PROCESSING OF PERSONAL**

**Objection to the Processing of Personal Information in terms of Section 11(3) of The Protection of Personal Information Act, 2013 (Act No. 4 Of 2013)**

**Regulations Relating to the Protection of Personal Information, 2017, Regulation 2(1)**

**Please fill out the details below and we will get back to you. Affidavits or other documentary affidavit to support the objection needs to be attached to this form. The aforementioned documentation should be sent to the following address: Information Officer, Renier Soekoe Address: 22 Gill St, Gillview, Johannesburg, 2001 Phone Number: 010 125 0401 Email:**

<b>DETAILS OF DATA SUBJECT</b>	
Full Name	
Address	
Date of Birth	
E-mail	
Contact Details	
<b>DETAILS OF RESPONSIBLE PERSON</b>	
Name and Surname of Responsible Person, Private or Public Body	
Address	
Phone number	
Fax Number	
E-mail	
Reasons for Objection (Please provide full details)	

**By signing this form, you certify that the information you have provided is correct to the best of your knowledge and that you are the person to whom it relates or that you are legally entitled to act on behalf of such person. You understand that it may be necessary to obtain further information in order to comply with this request.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX D

### FEES IN RESPECT OF PRIVATE BODIES

1. The fee for copies of the record held by IOVerified, is R0.60 for every photocopy of an A4-size page or part thereof. (Regulation 5(c))

**Note: This Manual will be available at the offices of the Information Officer and on the IOVerified website**

2. The **request fee** payable by every requester other than a personal requester is **R50.00**. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
3. If the request is granted by the information officer a further access fee is payable by a requester for the search, preparation and reproduction of a record as follows:

Item No.	Reproduction of Information Fees	Fees to be Charged
(a)	Photocopy per A4 page or part thereof.	<b>R1.10</b>
(b)	Printing per A4 page or part thereof.	<b>R0.75</b>
(c)	Copy on a CD.	<b>R7.50</b>
(d)	Transcription of visual images per A4 page or part thereof.	<b>R40.00</b>
(e)	Copy of a visual image.	<b>R60.00</b>
(f)	Transcription of an audio recording per A4 page or part thereof.	<b>R20.00</b>
(g)	Copy of an audio recording.	<b>R30.00</b>
(h)	Search and preparation of the record for disclosure.	<b>R30.00</b> Per hour of part thereof, excluding the first hour, reasonably required for the search and preparation.
(i)	Postage fees have to be paid by the requester for the delivery of their records in the case of private bodies.	

4. A **deposit** is payable if, in the opinion of the information officer, the search and preparation of a record would require more than the hours prescribed for this purpose. The following applies:
  - 4.1. Six hours as the hours to be exceeded before a deposit is payable; and
  - 4.2. One third of the access fee is payable as a deposit by the requester.
  - 4.3. The **actual postage** is payable when a copy of a record must be posted to a requester.
5. The fees for reproduction payable for access to the categories of records of IOVerified that are automatically available without a person having to request access in terms of the Act, are as follows:

(a)	For every photocopy of an A4-size page or part thereof	<b>R1.10</b>
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-	<b>R0.75</b>



	readable form	
(c)	For a copy in a computer-readable form on - (i) floppy disc (ii) compact disc	<b>R7.50 R70.00</b>
(d)	(i) For a transcription of a visual images, for an A4- size page or part thereof (ii) For a copy of visual images	<b>R40.00</b> <b>R60.00</b>
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof. (ii) For a copy of an audio record.	<b>R20,00</b> <b>R30.00</b>