

VO CONNECT
MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000
(ACT NO. 2 OF 2000) (PAIA)

Company Name: VO Connect (Pty) Ltd

Registration Number: 2013/094193/07

Head of Company: Chief Executive Officer

Postal Address: PO Box 15, Stellenbosch, Western Cape, 7600

Physical Address: Unit 12, La Gratitude Office Park, 97 Dorp Street, Stellenbosch, WC

Phone Number: 087 050 1000

Email Address: info@voconnect.co.za

Website: www.voconnect.co.za

Date of Compilation: 31/12/2021

Last Updated: 30/10/2025

Signed by CEO:  _____

1. INTRODUCTION

This Manual is published in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (“PAIA” or “the Act”). The Act gives effect to the constitutional right of access to any information held by a private body, where that information is required for the exercise or protection of any rights.

This Manual is intended to assist potential Requesters in understanding the procedures for submitting a request for access to information held by VO Connect (Pty) Ltd (hereinafter referred to as “the Company”).

2. CONTACT DETAILS & GUIDE

a. Information Officer:

In terms of the Protection of Personal Information Act, 2013 (POPIA) and PAIA, the Head of the Company is its Information Officer. The Information Officer has delegated the initial reception and administration of PAIA requests to Deputy Information Officer(s). All requests and queries should be directed to:

Designation: The Information Officer / or Deputy Information Officer

Company: VO Connect (Pty) Ltd

Postal Address: PO Box 15, Stellenbosch, Western Cape, 7600

Physical Address: Unit 12, La Gratitude Office Park, 97 Dorp Street,
Stellenbosch, WC
Phone Number: 087 050 1000
Email Address: paia@voconnect.co.za

All PAIA requests and related correspondence sent to the above designated email address will be forwarded to the appointed Information Officer and the Deputy Information Officers for processing.

b. Guide from the Regulator:

The Information Regulator has prepared a guide containing information to assist a person in exercising their rights under PAIA. This guide is available from the Information Regulator. For any enquiries, the Information Regulator can be contacted at:

The Information Regulator (South Africa)

PAIA Unit

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Email: paia.queries@inforegulator.org.za

Website: <https://inforegulator.org.za>

3. AUTOMATICALLY AVAILABLE INFORMATION

In line with Section 52(2) of the Act, this Manual is automatically available for inspection. No other records are held that are automatically available without a formal PAIA request, as the Company is a private entity not obliged to publish other records under any legislation.

4. RECORDS AVAILABLE UPON REQUEST (SUBJECT TO ACCESS REGIME)

The Company holds several categories of records which may be requested, subject to the provisions of PAIA. These records are grouped under the following broad subject categories. It is important to note that the existence of a category does not imply that access will be granted, as all requests are subject to the mandatory and discretionary grounds for refusal outlined in Section 6 of this Manual.

- a. Human Resources: Records relating to company employees, policies, and internal administration.
- b. Financial and Operational Records: Records pertaining to the company's financial affairs, asset management, and internal operational processes.
- c. Legal and Contractual Records: Agreements, contracts, and correspondence with various parties, alongside other legal and compliance documents.
- d. Technical and Infrastructure Records: Information related to the company's technical systems, network infrastructure, and IT policies.
- e. Marketing and Sales Records: General marketing materials and non-confidential sales information.

5. REQUEST PROCEDURE

- a. Form of Request:

A requester must complete the prescribed Form C (for a private body) and submit it to the Information/Deputy Information Officer at the contact details in section 2.

The request must provide sufficient detail to enable the Company to identify the record(s).

The requester must indicate which right they are seeking to exercise or protect and explain why the requested record is necessary for that purpose.

The requester must specify the form of access desired.

The form is available for download from the Information Regulators website.

b. Fees:

A non-refundable request fee is payable upon submission, as per the prescribed tariffs in the PAIA regulations. The fee structure will be provided upon receipt of a request.

The Information Officer may require a deposit (not greater than one-third of the access fee).

You may apply for a fee waiver in writing on grounds of public interest or inability to pay.

c. Decision & Timeframes:

The Company will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request.

This period may be extended by a further 30 days if necessary, and you will be notified of any extension.

The decision will include any applicable fees and the reasons for granting/refusing access.

6. GROUNDS FOR REFUSAL OF ACCESS

The Company may refuse a request for access to a record in certain circumstances, as outlined in PAIA. These grounds include, but are not limited to, the following:

- a. Protection of third-party personal information: The disclosure of personal information of a third party (including a natural person or a juristic person, like another company) would involve the unreasonable disclosure of that information.
- b. Protection of third-party commercial information: The record contains commercial, financial, industrial, scientific, or technical information of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party.
- c. Protection of the Company's own commercial information: The record contains information belonging to the Company of a commercial, financial, industrial, scientific, or technical nature, the disclosure of which would be likely to:
 - i. Cause harm to the commercial or financial interests of the Company.
 - ii. Prejudice the Company's competitive position in the marketplace.
 - iii. Impair the Company's ability to conduct commercial negotiations.
- d. Confidentiality: The record contains information supplied in confidence by a third party or the Company itself, and the disclosure of which could reasonably be expected to:
 - i. Breach a duty of confidence owed to a third party.
 - ii. Prejudice the future supply of confidential information to the Company.

- e. Internal decision-making: The record contains information about the Company's internal deliberative processes (e.g., strategic planning, internal opinions, advice, recommendations, or consultations), the disclosure of which would be likely to:
 - i. Undermine the Company's deliberative process.
 - ii. Inhibit the candid exchange of ideas necessary for effective decision-making.
- f. Legal Privilege: The record is protected by legal professional privilege (e.g., attorney-client communications, legal advice, or litigation preparation).
- g. Frivolous or Vexatious Requests: The request is manifestly frivolous or vexatious, or the work involved in processing it would substantially and unreasonably divert the Company's resources.
- h. Already Publicly Available: The record is already publicly available.

7. REMEDIES UPON REFUSAL

If your request is refused, the decision letter will outline the reasons and inform you of your right to lodge an internal appeal or an external application to court for relief.

8. AVAILABILITY OF THIS MANUAL

This Manual is available for inspection free of charge at our offices, on our website, and from the Information Regulator.

PAIA MANUAL VOC 30102025

Final Audit Report

2025-10-30

Created:	2025-10-30
By:	Peter Schumacher (peters@voconnect.co.za)
Status:	Signed
Transaction ID:	CBJCHBCAABAAPtSYldZoXQDUajNUXMpWyJwMqQ43wqjt

"PAIA MANUAL VOC 30102025" History

-  Document created by Peter Schumacher (peters@voconnect.co.za)
2025-10-30 - 2:09:49 PM GMT
-  Document emailed to KEVIN (kevin@voconnect.co.za) for signature
2025-10-30 - 2:09:53 PM GMT
-  Email viewed by KEVIN (kevin@voconnect.co.za)
2025-10-30 - 2:20:52 PM GMT
-  Document e-signed by KEVIN (kevin@voconnect.co.za)
Signature Date: 2025-10-30 - 2:21:27 PM GMT - Time Source: server
-  Agreement completed.
2025-10-30 - 2:21:27 PM GMT