



VIKO SERVICES (PTY) Ltd

Privacy Policy

Viko Services(PTY) Ltd – registration number 2021/572710/07 (hereafter called VIKO Services) is subjected to the Protection of Personal Information Act, no 4 of 2013 (“POPIA”) which became operational on 01 July 2020 and section 58-2, effective on 01 July 2021.

STATEMENT

Respecting and protecting your Personal Information (refer to the personal information definition at the end of the statement) is important to VIKO Services. It is also a Constitutional right, legal, and good business practice requirement, which we take very seriously.

In line with the 8 Conditions in the Protection of Personal Information Act, 4 of 2013 (the Act), VIKO Services

- ✓ Accepts joint responsibility and accountability with you to responsibly manage and protect your Personal Information when providing our services and solutions to you;
- ✓ Undertakes to receive, only from you, and process the Personal Information that is necessary for the purposes of assisting you with your required solutions, conclude the necessarily related agreements and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your Personal Information;
- ✓ Undertake to only use your Personal Information for the purpose required to assist you or provide solutions to you;
- ✓ Undertake not to share or further process your Personal Information with anyone if not required for assisting you with your solutions or by the law;
- ✓ Undertake to be open and transparent and notify you as and when required by law regarding why and how your Personal Information needs to be collected;
- ✓ Undertake to safeguard and protect your Personal Information in our possession;
- ✓ Undertake to freely confirm what Personal Information we have, to update and correct the Personal Information, and to keep it for no longer than legally required.

We and the companies who provide or assist with the solutions you require, need to collect, use, and keep your Personal Information as prescribed by relevant laws and regulations and for reasons such as:

- ✓ To share with and provide relevant products or services to you, to carry out the transaction you requested, and to maintain our relationship your information will be shared with:
 - ✓ AVBOB Group Schemes (underwriter) reference: <https://www.avbob.co.za/General/PrivacyPolicy>
 - ✓ If premiums are deducted via salary deduction – your employer
 - ✓ Visual Funeral Software [M&H Software \(mhsoftware.co.za\)](http://mhsoftware.co.za)
 - ✓ To comply with Fais Legislation Masthead (PTY) Ltd [Privacy Statement - Masthead](#)
- ✓ To respond to your queries;
- ✓ To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- ✓ For insurance underwriting purposes;

- ✓ To assess and process claims;
- ✓ To conduct credit reference searches or verification, only if you authorise this or if it's a requirement to provide your solutions to you;
- ✓ For operational purposes required to assist you with the solutions you require;
- ✓ For audit and record-keeping purposes;
- ✓ Update our records and keep your contact details up to date.
- ✓ In connection with possible requirements by the Information Regulator or other Government agencies allowed by law, legal proceedings, or court rulings.

We may need to share your Personal Information and/or utilise software or online platforms to enter and process your information for an application, claims, or business management purposes. This will only be done in strict adherence to the requirements of the Act. We will restrict its processing of Personal Information to data which is sufficient for the fulfilment of the primary purpose and applicable legitimate purpose for which it was collected.

Any additional information or concerns can be found and raised with the Information Regulator, who can be contacted as shared below, but please feel free to contact us first to discuss any questions or concerns you may have:

Website: <https://www.justice.gov.za/infoereg/>

Tel: 012 406 4818

Email: infoereg@justice.gov.za

Your Personal Information is defined by the Protection of Personal Information Act (the Act) as:

“means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person”.



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF COMPILATION: 01/10/2021
DATE OF REVISION: 15/12/2021/20.01.2023/01.09.2024

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1. LIST OF ACRONYMS AND ABBREVIATIONS
 - 1.1 “IO “ Information Officer;
 - 1.2 “Minister” Minister of Justice and Correctional Services;
 - 1.3 “PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended;
 - 1.4 “POPIA” Protection of Personal Information Act No.4 of 2013;
 - 1.5 “Regulator” Information Regulator; and
 - 1.6 “Republic” Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation.
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access.
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto.
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied.
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF VIKO SERVICES (PTY) LTD.

3.1. Chief Information Officer

Name: Isabella Petronella Victor
Tel: +27 (0) 82 445 2856
Email: viko@vikoservices.co.za
Fax number: none

3.2. Deputy Information Officer

Name: No Deputy Officer registered at the Regulator
Tel: n/a
Email: n/a
Fax Number: n/a

3.3 Access to information general contacts

Email: viko@vikoservices.co.za

3.4 Head Office:

Postal Address: 9 Hecate St. Riebeeckstad, Welkom 9459

Physical Address: 9 Hecate St. Riebeeckstad, Welkom 9459

Telephone: +27 (0) 82 445 2856

Email: viko@vikoservices.co.za

Website: <https://vikoservices.co.za>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIAⁱ and section 56 of POPIAⁱⁱ;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11ⁱⁱⁱ; and

4.3.3.2. access to a record of a private body contemplated in section 50^{iv};

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1. an internal appeal.

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body.

- 4.3.7. the provisions of sections 14^v and 51^{vi} requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual.
 - 4.3.8. the provisions of sections 15^{vii} and 52^{viii} providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
 - 4.3.9. the notices issued in terms of sections 22^{ix} and 54^x regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the regulations made in terms of section 92^{xi}.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
- 4.5.1. upon request to the Information Officer.
 - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 4.6.1 English and Afrikaans

5. CATEGORIES OF RECORDS OF Viko Services (Pty) Ltd WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Category of records	Types of the Record	Available on Website	Available upon request
PRIVACY POLICY	Popi Act Requirement	X	X
BUSINESS REGISRATION CPIC info	REGISTRATION NUMBER / BUSINESS PROFILE	https://eservices.cipc.co.za/	X

6. DESCRIPTION OF THE RECORDS OF VIKO SERVICES (PTY)LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

NB: Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SUPERMARKET FARMS CC.

NB: DESCRIBE THE SUBJECTS (I.E. FINANCE, SCM OR HR), IN RESPECT OF WHICH THE BODY HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT. BELOW IS AN EXAMPLE OF THE TABLE THAT CAN BE USED.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan, Risk Management Plan, Conflict of Interest Plan, Advertising Procedures, General Code of Conduct
Human Resources	- HR policies and procedures - Advertised posts - Employees records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

- provide our services
- resolve disputes, collect fees, and troubleshoot problems;
- encourage safe trading and enforce our policies;
- customize, measure, and improve user experience and our services, content, and advertising deliver targeted marketing, service updates and promotional offers to you according to your preferences;
- do other things for users as described when Viko Services collects the information.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, bank details
Employees	address, qualifications, gender and race

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

NB: Viko Services make use of Google Cloud as back-up tool. Therefor personal information can be stored overseas.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information
To ensure the confidentiality and integrity of the personal information under the care of, we make use of Data Encryption applications; Anti-virus and Anti-malware subscription, off- site secure external hard-drive storage. Up-to-date security checks are frequently verified by a qualified IT specialist.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://www.vikoservices.co.za/>

9.1.2 Office of Viko Services PTY Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The director of a Viko Services (PTY) Ltd will, on a regular basis, update this manual.

Issued by



I.P. Victor

Director / Information Officer

Compiled: 02.09.2021

Updated: 17.01.2022

Updated: 16.09.2022

Updated: 20.01.2023

Updated: 31.05.2024

Updated: 01.09.2024

ⁱ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

ⁱⁱ Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

ⁱⁱⁱ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

^{iv} Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights.
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

^v Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

^{vi} Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

^{vii} Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

^{viii} Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

^{ix} Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

^x Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

^{xi} Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed.
- (b) any matter relating to the fees contemplated in sections 22 and 54.
- (c) any notice required by this Act.
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



PAIA Handleiding

Ingevolge Artikel 51 van die Wet op die Bevordering van Toegang tot Inligting 2 van 2000 (soos gewysig)

DATUM VAN SAMESTELLING: 01/10/2021

DATUM VAN HERSIENING: 15/12/2021/20.01.2023/01.09.2024

INHOUDSOPGAWE

1 LYS VAN AKRONIEME EN AFKORTINGS

- 1.1. "IO" - Inligtingsbeampte
- 1.2. "Minister" - Minister van Justisie en Korrektiewe Dienste
- 1.3. "PAIA" - Wet op die Bevordering van Toegang tot Inligting Nr. 2 van 2000 (soos gewysig)
- 1.4. "POPIA" - Wet op die Beskerming van Persoonlike Inligting Nr. 4 van 2013
- 1.5. "Reguleerder" - Inligtingsreguleerder
- 1.6. "Republiek" - Republiek van Suid-Afrika

2 DOEL VAN DIE PAIA-HANDLEIDING

- 2.1 Hierdie PAIA-handleiding is nuttig vir die publiek om:
- 2.2 Die kategorieë van rekords wat deur 'n liggaam gehou word sonder dat 'n persoon 'n formele PAIA-aanvraag moet indien, te kontroleer.
- 2.3 'n Voldoende begrip te hê van hoe om 'n versoek vir toegang tot 'n rekord van die liggaam in te dien, deur 'n beskrywing te gee van die onderwerpe waaroor die liggaam rekords hou en die kategorieë rekords wat oor elke onderwerp gehou word.



- 2.4 Die beskrywing van die rekords van die entiteit te ken wat beskikbaar is in ooreenstemming met enige ander wetgewing.
- 2.5 Toegang te verkry tot alle relevante kontakbesonderhede van die Inligtingsreguleerder en Adjunk- Inligtingsreguleerder wat die publiek sal help met die rekords waartoe hulle toegang wil verkry.
- 2.6 Te weet wat die beskrywing van die gids oor hoe om PAIA te gebruik, soos bygewerk deur die Reguleerder, is en hoe om toegang daartoe te verkry.
- 2.7 Te weet of die liggaam persoonlike inligting sal verwerk, die doel van die verwerking van persoonlike inligting en die beskrywing van die kategorieë data-onderwerpe en die inligting of kategorieë inligting wat daarmee verband hou.
- 2.8 Te weet wat die beskrywing van die kategorieë data-onderwerpe en die inligting of kategorieë inligting wat daarmee verband hou, is.
- 2.9 Te weet wie die ontvangers of kategorieë ontvangers is aan wie die persoonlike inligting verskaf mag word.
- 2.10 Te weet of die liggaam beplan om persoonlike inligting buite die Republiek van Suid-Afrika oor te dra of te verwerk, en wie die ontvangers of kategorieë ontvangers is aan wie die persoonlike inligting verskaf mag word.
- 2.11 Te weet of die liggaam toepaslike veiligheidsmaatreëls het om die vertroulikheid, integriteit en beskikbaarheid van die persoonlike inligting wat verwerk moet word, te verseker.

3 KONTAKBESONDERHEDE VIR TOEGANG TOT INLIGTING VAN VIKO SERVICES (PTY) LTD

3.1. Hoofinligtingsbeampte

- Naam: Isabella Petronella Victor
- Tel: +27 (0) 82 445 2856
- E-pos: viko@vikoservices.co.za
- Faksnommer: Geen

3.2. Adjunk-Inligtingsbeampte

- Naam: Geen Adjunkbeampte geregistreer

3.3 Toegang tot inligting - Algemene kontakbesonderhede

- E-pos: viko@vikoservices.co.za

3.4 Hoofkantoor:

- Posadres: 9 Hecatestraat, Riebeeckstad, Welkom 9459
- Fisiese adres: 9 Hecatestraat, Riebeeckstad, Welkom 9459
- Telefoon: +27 (0) 82 445 2856
- E-pos: viko@vikoservices.co.za
- Webwerf: <http://.vikoservices.co.za>

4 GIDS OOR HOE OM PAIA TE GEBRUIK EN HOE OM TOEGANG TOT DIE GIDS TE VERKRY

- 4.1 Die Reguleerder het, ingevolge artikel 10(1) van PAIA, soos gewysig, die hersiene riglyn oor hoe om PAIA te gebruik (“Riglyn”) opgestel, bygewerk en beskikbaar gestel in 'n maklik verstaanbare vorm en wyse, soos redelikerwys vereis deur iemand wat enige reg wil uitoefen wat in PAIA en POPIA oorweeg word.
- 4.2 Die Gids is beskikbaar in elke amptelike taal en in braille.
- 4.3 Die genoemde riglyne bevat die beskrywing van:
- 4.3.1 Die doelstellings van PAIA en POPIA.
 - 4.3.2 Die pos- en straatadres, telefoon- en faksnommer, en, indien beskikbaar, die elektroniese posadres van:
 - 4.3.2.1 Die Inligtingsbeampte van elke openbare liggaam.
 - 4.3.2.2 Elke Adjunk-Inligtingsbeampte van elke openbare en private liggaam aangewys ingevolge artikel 17(1) van PAIA en artikel 56 van POPIA.
 - 4.3.3 Die wyse en vorm van 'n versoek vir-
 - 4.3.3.1 Toegang tot 'n rekord van 'n openbare liggaam soos beoog in artikel 11; en
 - 4.3.3.2 Toegang tot 'n rekord van 'n private liggaam soos beoog in artikel 50.
 - 4.3.4 **Hulp beskikbaar vanaf die Inligtingsbeampte (IO) van 'n openbare liggaam in terme van PAIA en POPIA:** Die IO van 'n openbare liggaam kan hulp bied aan individue wat aansoek doen vir toegang tot inligting in terme van die Wet op die Bevordering van Toegang tot Inligting (PAIA) en die Beskerming van Persoonlike Inligting Wet (POPIA).
 - 4.3.5 **Hulp beskikbaar vanaf die Reguleerder in terme van PAIA en POPIA:** Die Reguleerder kan ook hulp bied aan individue wat vrae het oor toegang tot inligting of die beskerming van persoonlike inligting volgens PAIA en POPIA.
 - 4.3.6 **Alle regsmiddels beskikbaar in geval van 'n handeling of versuim ten opsigte van 'n reg of plig wat deur PAIA en POPIA opgelê is, insluitend die wyse van indiening:**
 - 4.3.6.1 'n Interne appèl;
 - 4.3.6.2 'n klag by die Reguleerder; en
 - 4.3.6.3 'n aansoek by 'n hof teen 'n besluit deur die inligtingsbeampte van 'n openbare liggaam, 'n besluit oor 'n interne appèl, of 'n besluit deur die Reguleerder of die hoof van 'n private liggaam.
 - 4.3.7 **Die bepalings van artikels 14 en 51 wat 'n openbare liggaam en 'n private liggaam, onderskeidelik, verplig om 'n handleiding saam te stel, en hoe om toegang tot 'n handleiding te verkry.**
 - 4.3.8 **Die bepalings van artikels 15 en 52 wat voorsiening maak vir die vrywillige bekendmaking van kategorieë van rekords deur 'n openbare liggaam en 'n private liggaam, onderskeidelik.**
 - 4.3.9 **Die kennisgewings uitgereik ingevolge artikels 22 en 54 rakende foie wat betaal moet word met betrekking tot versoek om toegang.**
 - 4.3.10 **Die regulasies uitgevaardig ingevolge artikel 92.**

4.4 Lede van die publiek kan die riglyne inspekteer of afskrifte daarvan maak by die kantore van openbare en private liggame, insluitend die kantoor van die Reguleerder, gedurende normale werksure.

4.5 Die Gids kan ook verkry word:

4.5.1 versoek aan die Inligtingsbeampte.

4.5.2 Van die webwerf van die Reguleerder (<https://www.justice.gov.za/inforeg/>).

4.6 'n Afskrif van die Gids is ook beskikbaar in die volgende twee amptelike tale vir openbare inspeksie gedurende normale kantoorure:

4.6.1 Engels en Afrikaans.

5 KATEGORIEË VAN REKORDS VAN Viko Services (Pty) Ltd WAT BESKIKBAAR IS SONDER DAT 'N PERSOON 'N AANVRAAG MOET INDIEN

Hierdie is die kategorieë van rekords wat deur die instansie aangehou word en beskikbaar is sonder dat 'n persoon 'n formele versoek hoef in te dien:

Kategorie van rekords	Tipe rekords	Beskikbaar op webwerf	Beskikbaar op aanvraag
PRIVACY POLICY	Popi Act Requirement	X	X
Besigheidsregistrasie CPIC informasie	Registrasie nommer / Sakeprofiel	https://eservic.es.cipc.co.za/	X

5.1 **PRIVAATHEIDS BELEID:** Hierdie rekords voldoen aan die vereistes van die Popi-wetgewing (Beskerming van Persoonlike Inligting-wet). Hulle is beskikbaar op die webwerf en kan afgelaai word of telefonies of per e-pos aangevra word.

5.2 **BESIGHEIDSREGISTRASIE (CPIC-inligting):** Hierdie rekords bevat registrasienommers en besigheidsprofile en is beskikbaar op die CIPC-webwerf.

6 BESKRYWING VAN DIE REKORDS VAN VIKO SERVICES (PTY) LTD WAT BESKIKBAAR IS VOLGENS ANDER WETGEWING

Hier is die rekords wat in ooreenstemming met Suid-Afrikaanse wetgewing geskep en beskikbaar gestel word:

6.3 **Memorandum van inkorporasie:** Hierdie rekords val onder die Maatskappywet 71 van 2008.

6.4 **PAIA-handleiding:** Hierdie rekords is beskikbaar volgens die Bevordering van Toegang tot Inligting-wet 2 van 2000.

7 BESKRYWING VAN DIE ONDERWERPE WAARVAN DIE INSTANSIE REKORDS HOU EN DIE KATEGORIEË VAN REKORDS WAT OP ELKE ONDERWERP GEHOU WORD

Hier is 'n voorbeeld van die tabelle wat gebruik kan word om die rekords te beskryf:

7.3 **Strategiese Dokumente, Planne, Voorstelle:**

- 7.3.2 Jaarverslae
- 7.3.3 Strategiese Plan
- 7.3.4 Jaarlikse Prestasieplan
- 7.3.5 Risikobestuursplan
- 7.3.6 Konflik van belange beleid
- 7.3.7 Advertensieprosedures
- 7.3.8 Algemene Gedragskode

7.4 **Menslike Hulpbronne:**

- 7.4.2 Beleid en prosedures vir menslike hulpbronne
- 7.4.3 Advertensies vir poste
- 7.4.4 Werknemersrekords

8 **VERWERKING VAN PERSOONLIKE INLIGTING**

8.1 **Doel van die verwerking van persoonlike inligting:**

- Dienste voorsien
- Geskille oplos, foie invorder, en probleme aanspreek
- Veilige handel aanmoedig en beleid afdwing
- Gebruikerservaring aanpas, meet, en verbeter
- Spesifieke bemerking, diensopdaterings, en promosionele aanbiedings volgens voorkeure

8.2 **Kategorieë van Data-Onderwerpe en Verwante Inligting:**

- Klante / Kliënte: Naam, adres, registrasienommers of identiteitsnommers, werkstatus, en bankbesonderhede
- Diensverskaffers: Naam, registrasienommer, BTW-nommer (indien van toepassing), en bankbesonderhede
- Werknemers: Adres, kwalifikasies, geslag, en ras

8.3 **Ontvangers van persoonlike inligting:**

- Identiteitsnommer en name vir kriminele kontroles: Suid-Afrikaanse Polisie
- Kwalifikasies vir kwalifikasie-verifikasies: Suid-Afrikaanse Kwalifikasiegesag
- Krediet- en betalingsgeskiedenis vir kredietinligting: Kredietburo's

8.4 **Bepaalde oorplasing van persoonlike inligting oor landsgrense:**

- Viko Services gebruik One Drive as 'n rugsteunhulpmiddel, wat beteken dat persoonlike inligting oorsee gestoor kan word.

9 **BESKIKBAARHEID VAN DIE HANDLEIDING**

9.1 'n Afskrif van die Handleiding is beskikbaar:

- 9.1.2 op hierdie webwerf. <https://www.vikoservices.co.za/>
- 9.1.3 by die kantoor van Viko Services vir openbare inspeksie gedurende normale sake-ure.
- 9.1.4 aan enige persoon op versoek en teen betaling van 'n redelike voorgeskrewe fooi. 'n Fooi vir 'n afskrif van die Handleiding, soos oorweeg in Bylae B van die Regulasies, moet per elke A4-grootte fotokopie betaal word
- 9.1.5 aan die Inligtingsreguleerder op versoek

10 OPDATERING VAN DIE HANDLEIDING

Die direkteur van Viko Services (Edms) Bpk sal hierdie handleiding gereeld bywerk.

Saamgestel deur:



Direkteur/ Inligtingsbeampte

Saamgestel: 02.09.2021

Hersien: 17.01.2022

Hersien: 16.09.2022

Hersien: 20.01.2023

Hersien: 31.05.2024

Hersien: 01.09.2024

Bronnelys

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

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

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

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		
TOTAL:			

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

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes		No	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED
(mark the appropriate box with an "X")

Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	

GROUNDS FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)

State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
OUTCOME OF APPEAL					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

INFORMATION OFFICER REGISTRATION CERTIFICATE

Issued by the Information Regulator on 03/06/2024 at 12:28:01

ORGANISATION DETAILS

Organisation Name	VIKO SERVICES
Regulator Registration Number	2024-007407
Regulator Registration Date	2024-06-03
Organisation Type	PRIVATE ORGANISATION
Private Organisation Type	PRIVATE COMPANY [(PTY) LTD]
Public Organisation Type	

INFORMATION OFFICER DETAILS



Mr M Mosala
Chief Executive Officer: Information Regulator

010 023 5200

enquiries@inforegulator.org.za

www.inforegulator.org.za

Adv. FDP Tlakula (Chairperson), Adv. LC Stroom Nzama (Full-time Member), Adv. JC Weapond (Full-time Member),
Ms. AR Tilley (Part-time Member), Mr. MV Gwala (Part-time Member)

Mr M. Mosala (Chief Executive Officer)

