
VIRTUSELL (PTY) LTD
PAIA MANUAL - SECTION 51 MANUAL

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LIST OF ACRONYMS AND ABBREVIATIONS

“**CEO**” - Chief Executive Officer

“**DIO**” - Deputy Information Officer;

“**IO**” - Information Officer;

“**Minister**” - Minister of Justice and Correctional Services;

“**PAIA**” - Promotion of Access to Information Act No. 2 of 2000 (as Amended)

“**POPIA**” - Protection of Personal Information Act No.4 of 2013;

“**Regulator**” - Information Regulator; and

“**Republic**” - Republic of South Africa

PURPOSE OF PAIA MANUAL

Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

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.

Know the description of the records of the body which are available in accordance with any other legislation.

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.

Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

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;

Know the description of the categories of data subjects and of the information or categories of information relating thereto;

Know the recipients or categories of recipients to whom the personal information may be supplied.

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

Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

INFORMATION REQUIRED UNDER SECTION 51(1)(a) OF THE ACT

About Virtusell:

We specialise in acquiring new, high propensity and quality customers through our innovative multi-channel performance-based marketing methods.

Postal Address of head of Virtusell:

The Colosseum, 1st Floor, Century Way, Cape Town, 7441

Physical Address of head of Virtusell:

The Colosseum, 1st Floor, Century Way, Cape Town, 7441

Tel. No of head of Virtusell:

021 020 4262

Email address of head of Virtusell:

info@virtusell.co.za

AVAILABILITY OF THE MANUAL

This Guide is available for inspection, inter alia, at www.virtusell.co.za, at the office of the offices of **Virtusell** at the physical address above and at the SAHRC (www.sahrc.org.za)

DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10: SECTION 51(1)(b)

A guide has been compiled in terms of Section 10 of PAIA by **Virtusell**. It contains information required by a person wishing to exercise any right, contemplated by PAIA.

THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

ACTS AND OTHER LEGISLATION HELD AT PHYSICAL ADDRESS BY VIRTUSELL

- Basic Conditions of Employment 75 of 1997
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- National Credit Act 34 of 2005
- Promotion of Access to Information Act 2 of 2000

SUBJECTS AND CATEGORIES OF RECORDS HELD AT PHYSICAL ADDRESS BY VIRTUSELL

- Attendance registers
- Correspondence
- Licenses (categories)
- Minutes of Management Meetings
- Minutes of Staff Meetings
- Employee Records
- Employment Contracts
- Employment Equity Records
- General Correspondence
- Information relating to Health and Safety Regulations
- Performance Appraisals
- Personnel Guidelines, Policies and Procedures
- Remuneration Records and Policies
- Salary Surveys
- Skills Requirements
- Staff Recruitment Policies
- Statutory Records
- Training Records
- Brochures on Company Information
- Client and Customer Registry
- Contracts
- Information relating to Employee Sales Performance
- Information relating to Work-In-Progress
- Marketing and Future Strategies
- Marketing Records
- Sales Records
- Suppliers Registry
- Asset Register
- Insurance Information
- IT Policies and Procedures
- Network Diagrams
- User Manuals

DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS - SECTION 51(e)

The requester must complete Form B and submit this form together with a request fee, to the head of the private body. The form must be submitted to the head of the private body at his/her address, fax number or email address.

The form must:

- provide sufficient particulars to enable the head of the private body to identify the record/s requested and to identify the requester.
- indicate which form of access is required.
- specify a postal address or fax number of the request in the Republic.
- identify the right that the requester is seeking to exercise or protect.
- provide an explanation of why the requested record is required for the exercise or protection of that right.
- in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that the manner and the necessary particulars to be informed in the other manner, if the request is made on behalf of another person, to submit proof of capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

FORM B

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head:	
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B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full Name & Surname:			
ID Number:		Contact Number:	
Email Address:		Fax Number:	
Postal Address:			

Capacity in which request is made, when made on behalf of another person:	
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C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full Name & Surname:		ID Number:	
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D. PARTICULARS OF RECORD

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

1	Description of record or relevant part of the record:	
2	Reference number, if available:	
3	Any further particulars of record:	

E. FEES

- (a) A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified of* the amount required to be paid as the request fee.
- (c) 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.
- (d) If you qualify for exemption *of* the payment *of* any fee, please state the reason for exemption.

Reason for exemption from payment of fees:	
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F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:		Form in which record is required:	
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Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

1	If the record is in written or printed form:		
	copy of record*		inspection of record

2	If record consists of visual images: This includes photographs, slides, video recordings, computer-generated images, sketches, etc.		
	view the images		copy of the images
			transcription of the images

3	If record consists of recorded words or information which can be reproduced in sound:		
	Listen to the soundtrack. Audio Cassette		Transcription of soundtrack* Written or printed document

4	If record is held on computer or in an electronic or machine-readable form:		
	Printed copy of record		Printed copy of information derived from the record
	Copy of computer readable form (stiffy or compact disk)		
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES
			NO

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

1	Indicate which right is to be exercised or protected:
2	Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner, and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?	
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SIGNED AT THIS DAY OF 2021

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE _____



K. Levchenko
Managing Director