



Terra Vital Consortium (Pty) Ltd

PAIA MANUAL

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

DATE OF COMPILATION: 01/06/2026
DATE OF REVISION: 01/06/2026

TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	"CEO"	Chief Executive Officer
1.2	"DIO"	Deputy Information Officer;
1.3	"IO"	Information Officer;
1.4	"PAIA"	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
1.5	"POPIA"	Protection of Personal Information Act No.4 of 2013;
1.6	"Regulator"	Information Regulator; and
1.7	"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 TERRA VITAL CONSORTIUM (PTY) LTD

3.1 Information Officer

Name: Wolaganathan Govender
 Tel: 031 833 1500
 Email: willy@vastpoint.com

3.2 Deputy Information Officer

Name: Ashley Gangaram
Tel: 031 833 1500
Email: ashleyg@vastpoint.com

3.3 Access to information general contacts

Email: info@vastpoint.com

3.4 National or Head Office

Postal Address:

BUILDING 15
2ND FLOOR WOODLANDS
OFFICE PARK,
20 WOODLANDS DRIVE,
WOODLANDS,
Gauteng,
2080

Physical Address:

BUILDING 15
2ND FLOOR WOODLANDS
OFFICE PARK,
20 WOODLANDS DRIVE,
WOODLANDS,
Gauteng,
2080

Telephone: 031 833 1500

Email: info@vastpoint.com

Website: <https://vastpoint.com/>

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 PAIA¹ and section 56 of POPIA²;

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 11³; and

4.3.3.2 access to a record of a private body contemplated in section 50⁴;

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;

- 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 14⁵ and 51⁶ 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 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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.

⁵ 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.

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.

⁷ 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

⁸ 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

4.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92¹¹.

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://eservices.inforegulator.org.za/>

5 CATEGORIES OF RECORDS OF TERRA VITAL CONSORTIUM (Pty) Ltd WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
PAIA Manual	PAIA Manual for Terra Vital Consortium (Pty) Ltd	Yes	Yes
Company Information	Company profile, products and services information	Yes	No
Contact Details	Name, telephone number and email address of Information	Yes	Yes

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.”

	Officer and Deputy Information Officer		
Privacy Policy	Terra Vital Consortium (PTY) Ltd Privacy Policy	Yes	Yes
Annual Financial Statements	Audited annual financial statements (where publicly available)	No	Yes

6. DESCRIPTION OF THE RECORDS OF TERRA VITAL CONSORTIUM (Pty) Ltd WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER 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 TERRA VITAL CONSORTIUM (Pty) Ltd

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	- HR policies and procedures - Advertised posts - Employees records
Financial Records	- Annual financial statements, management accounts, invoices, receipts, tax returns, payroll records, banking records and audit reports

Subjects on which the body holds records	Categories of records
Legal and Compliance Records	- Contracts and agreements, regulatory filings, compliance reports, licences and permits, insurance policies, PAIA manual and POPIA records
Information Technology and Systems	- IT policies and procedures, software licences, system access logs, data security records and IT support records
Customer and Client Records	- Customer agreements, correspondence, order records, service delivery records and complaint records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Terra Vital Consortium (PTY) Ltd processes personal information for the following purposes:

(a) to enter into and give effect to contracts with customers, clients and service providers;

(b) to manage and administer employment relationships, including recruitment, payroll, performance management and statutory reporting;

(c) to comply with applicable legal and regulatory obligations, including those imposed by the Companies Act 71 of 2008, the Basic Conditions of Employment Act 75 of 1997, the Tax Administration Act 28 of 2011, and POPIA;

(d) to communicate with customers, suppliers and other stakeholders regarding products, services and business operations;

(e) to protect the legitimate interests of Terra Vital, its employees and its clients, including the prevention of fraud and the enforcement of contractual rights; and

(f) to maintain accurate and up-to-date business and financial records.

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

The following categories of data subjects are identified, together with the personal information processed in respect of each:

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, address, trade secrets and bank details
Employees	address, qualifications, gender and race

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

Terra Vital Consortium (PTY) Ltd may supply personal information to the following recipients or categories of recipients:

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

Terra Vital Consortium (PTY) Ltd may transfer or store personal information outside the Republic of South Africa where its cloud-based service providers or software platforms are hosted on servers located in foreign jurisdictions. The categories of personal information that may be transferred include employee records, customer contact details and financial transaction data. Terra Vital will ensure that any such transfer is subject to adequate safeguards as required by section 72 of POPIA, including ensuring that the recipient country provides an adequate level of protection or that appropriate contractual measures are in place.

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

Terra Vital Consortium (PTY) Ltd has implemented, or is in the process of implementing, the following technical and organisational security measures to ensure the confidentiality, integrity and availability of personal information:

(a) Data Encryption: personal information stored or transmitted electronically is encrypted using industry-standard protocols;

(b) Access Controls: access to personal information is restricted to authorised personnel on a need-to-know basis, with role-based access rights and password protection;

(c) Anti-virus and Anti-malware Solutions: all systems are protected by up-to-date anti-virus and anti-malware software;

(d) Firewall Protection: network firewalls are in place to prevent unauthorised access to Terra Vital Consortium (PTY) Ltd information systems;

(e) Data Backup and Recovery: regular data backups are performed to ensure the availability and recovery of personal information in the event of a system failure or data loss;

(f) Staff Awareness and Training: employees who handle personal information are trained on POPIA compliance requirements and Terra Vital Consortium (PTY) Ltd information security policies; and

(g) Incident Response: Terra Vital Consortium (PTY) Ltd has procedures in place to detect, report and respond to personal information breaches in accordance with section 22 of POPIA.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://vastpoint.com/>

9.1.2 head office of Terra Vital Consortium (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

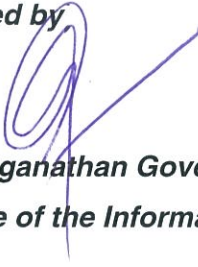
9.1.4 to the Information Regulator upon request.

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 head of Terra Vital Consortium (PTY) Ltd will on a regular basis update this manual.

Issued by

A handwritten signature in blue ink, consisting of a large, stylized 'W' followed by a long horizontal stroke.

Wolaganathan Govender

Name of the Information Officer