

Prepared in terms of section 14 of the
Promotion of Access to Information Act
2 of 2000 (as amended)

DATE OF COMPILATION: 15/07/2023

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 "Minister" Minister of Justice and Correctional Services;
- 1.5 "PAIA" Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.6 "PFMA" Public Finance Management Act No.1 of 1999 as Amended;
- 1.7 "POPIA" Protection of Personal Information Act No.4 of 2013;
- 1.8 "Regulator" Information Regulator.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 Check the nature of the records which may already be available at ROCVEST, without the need for submitting a formal PAIA request;
- 2.2 Have an understanding of how to make a request for access to a record of ROCVEST;

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© **ROCVEST Systems** This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .



2.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access;

2.4 Know all the remedies available from ROCVEST regarding request for access to the records, before approaching the Regulator or the Courts;

2.5 the description of the services available to members of the public from ROCVEST, and how to gain access to those services;

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

2.7 If the ROCVEST 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;

2.8 Know if the ROCVEST 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

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

3. Overview of ROCVEST (Pty) Ltd:

3.1 ROCVEST (Pty) Ltd is a trusted leader in the technology sector, dedicated to helping businesses innovate and grow with our cutting-edge solutions and services. We are driven by our passion to provide cutting-edge solutions and services that address the unique needs of each client.

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.

4. STRUCTURE OF THE ROCVEST AND FUNCTIONS:

4.1. Structure;

ROCVEST Systems (PTY) Ltd

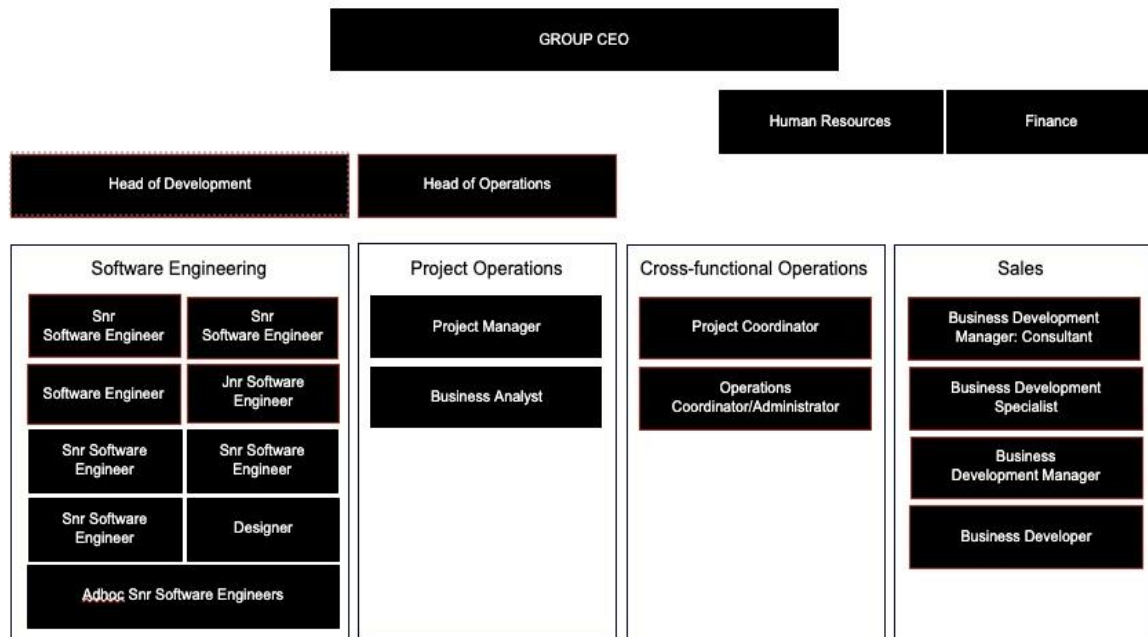
Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© ROCVEST Systems This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .

Team Structure



© ROCVEST This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ROCVEST:

5.1. Chief Information Officer

Name: Lerato Bodibe

Tel: 011 513 4290

Email: info@rocvest.com

5.2 Access to information general contacts

Email: sales@rocvest.com

5.3 Head Office

Postal Address: PO BOX 2207 Northriding

Physical Address: 16 Culross Road, Bryanston

Telephone: Provide general contact numbers for the organisation

Email: sales@rocvest.com

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© ROCVEST Systems This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY ROCVEST:

6.1 Assistance with PAIA Requests: Provide guidance and support for individuals seeking to submit PAIA requests. Offer assistance in formulating clear and comprehensive requests to enhance the chances of obtaining the desired information.

6.2 Training and Awareness: Conduct regular training sessions for employees and relevant stakeholders to raise awareness about PAIA, its importance, and their roles in promoting transparency and information access.

6.3 Internal Review Mechanism: Establish an internal review mechanism to handle cases where information requests are denied or partially refused. This mechanism should ensure that decisions are fair, reasonable, and in compliance with PAIA requirements.

6.4 Compliance Monitoring: Implement regular internal audits to assess the organization's compliance with PAIA. Identify potential areas for improvement and take corrective actions where necessary to ensure proper adherence to the law.

6.5 Public Education Initiatives: Engage in public education initiatives to inform the broader community about their rights under PAIA.

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

7.1. The Regulator has, in terms of section 10(1) of PAIA, 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.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of-

7.3.1. The objects of PAIA and POPIA;

7.3.2. The postal and street address, phone and fax number and, if available, electronic mail address of-

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

7.3.2.1. The Information Officer of every public ROCVEST and

7.3.2.2. Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA1 and

section 56 of POPIA2;

7.3.3. the manner and form of a request for-

7.3.3.1. Access to a record of a public body contemplated in section 113; and

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

7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

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

7.3.6. 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-

7.3.6.1. an internal appeal;

- 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.

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

- 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.

7.3.6.2. A complaint to the Regulator; and

7.3.6.3. 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;

7.3.7. 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;

7.3.8. The provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.3.9. The notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and

7.3.10. The regulations made in terms of section 9211.

7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

- 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

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© **ROCVEST Systems** This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .

- 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
- 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.”

7.4.1. Upon request to the Information Officer;

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY ROCVEST:

Subjects on the body holds records	Categories of records held each subject
Strategic plans, documents and proposals	Annual report, annual performance and strategic plan

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© **ROCVEST Systems** This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .

Company Reg

- HR Policies and Procedures.
- Employee Records
- Intellectual Property
- Constitutional Documents.
- Financial records.
- Marketing records.
- Statutory records.
- Licenses
- Tax returns
- Invoices
- Annual financial statements.

9. CATEGORIES OF RECORDS OF ROCVEST WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS:

9.1. ROCVEST (Pty) Ltd and receives or is entitled to receive any remuneration or assist in carrying out or conducting the business of ROCVEST (Pty) Ltd. This includes without limitation the directors, executive directors, non-executive directors, permanent, temporary or part-time staff, to include contract workers; the records include the following:

- Any personal records provided by personnel.
- Any record in relation to personnel provided by a third party.
- Conditions of employment and contractual related records.
- Internal evaluation records.
- Disciplinary codes.
- Disciplinary records.
- Employment contracts.
- Employment equity plans.
- Medical Aid records.
- Salary records.
- Training manuals.
- Training records.

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© ROCVEST Systems This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .

9.2. Customer records: We are dedicated to protect the confidential information of our customers. Should any of these records be requested you will be required to carefully motivate such request, having regard to Sections 63 and 67 of the Act, which deals with the protection of third-party information.

These records include the following:

- Any records historically provided by a customer or a third party acting for or on behalf of such customer.
- Contractual information.
- Customer needs assessments.
- Personal records of customers.
- Credit information and other research relating to a customer.
- Customer evaluation records.
- Customer profiling.
- Performance research conducted on behalf of customers or about customers.

9.3. Other Parties:

Records are kept in respect of other parties, to include, without limitation contractors, suppliers, service providers and general market conditions. Such records which belong to ROCVEST (Pty) Ltd may be in the possession of other parties. These records include the following: Personnel or customer records which are held by another party.

- Records held, pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, records provided by such other party and records about contractors, suppliers or customers, provided by third parties.

10. Processing of Personal Information:

- To support sales and marketing activities.
- To support recruitment and management of staff.
- To support engagement with the general public.
- To support engagement with investors and the media.

10.1. Description of the categories of Data Subjects and of the information or categories of information relating thereto:

- Customers: record of customer life cycle.
- Employees: record of employee life cycle.
- Suppliers: record of supplier life cycle.

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© ROCVEST Systems This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .



- General public: tracking general enquiries and web site visits.
- Investors: records as maintained by the Company Secretary.
- Media: records of media interactions.

10.2. The recipients or categories of recipients to whom the personal information may be supplied:

- Statutory authorities
- Law enforcement
- Tax authorities
- Employee pension and provident funds

10.3. Planned transborder flows of personal information:

- Flows to service providers/operators
- Flows to business partners
- Flows to customers
- Flows to suppliers
- Flows through the use of social media

10.4. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information:

- Physical security measures
- Cyber security measures
- Training in information security
- Policies in information security
- Audits of information security
- Any particular security framework implemented

11. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM ROCVEST

11.1 Software Engineering

- Smart Construction
- Management Consulting
- Cybersecurity Consulting

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© ROCVEST Systems This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .



12. Description of the records of ROCVEST (Pty) Ltd which are available in accordance with any other legislation Information is available in terms of the following legislation, to the persons and or entities specified in such legislation:

- Companies Act 71 of 2008.
- Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Income Tax Act 58 of 1962.
- Value Added Tax Act 89 of 1991.
- Labour Relations Act 66 of 1995.
- Basic Conditions of Employment Act 75 of 1997.
- Employment Equity Act 55 of 1998.
- Skills Development Levy Act 9 of 1999.
- Unemployment Insurance Act 63 of 2001.

13. AVAILABILITY OF THE MANUAL:

13.1 This Manual is made available in the following three official languages-

- English

A copy of the Manual is available on www.rocvest.com

Head office of ROCVEST for public inspection during normal business hours; • to any person upon request and upon the payment of a reasonable prescribed fee; and • to the Information Regulator upon request.

14. UPDATING OF THE MANUAL:

ROCVEST will, if necessary, update and publish this Manual Annually.

Issued by;

Lerato Bodibe

Chief Executive Officer

ROCVEST Systems (PTY) Ltd

Online – Website: www.rocvest.com – Email: info@rocvest.com

Johannesburg – Tel: +27 11 513 4290 – Address: 16 Culross Road, Bryanston, Johannesburg 2191

Reg No: 2013/221699/07

© ROCVEST Systems This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior consent of ROCVEST Systems .