

# MANUAL FOR THE VIRTUAL AGENT (PROPRIETARY) LTD (Registration number 2018/447643/07)

In accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000  
("the Act")

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## **A. Introduction The Virtual Agent (Pty) Ltd**

The manual is to assist potential requesters as to the procedure to be followed when requesting access to information / documents from The Virtual Agent (Pty) Ltd as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requester is advised to contact our Information Officer(s) should he / she require any assistance in respect of the utilisation of this manual and/or requesting of documents / information from The Virtual Agent.

The following words will bear the following meaning in this manual:-

- |                   |  |
|-------------------|--|
| "the Act"         | shall mean the Promotion of Access to Information Act, No 2 of 2000, together with all relevant regulations published.         |
| "the/this manual" | shall mean this manual together with all annexures thereto as available at the offices of The Virtual Agent from time to time. |
| "TVA"             | shall mean The Virtual Agent (Proprietary) Limited   |
| "SAHRC"           | shall mean the South African Human Rights Commission.  |

The Virtual Agent (Pty) Ltd is a subsidiary of Blake and Associates Holdings (Pty) Ltd. The subsidiaries of Blake and Associates Holdings (Pty) Ltd are Blake and Associates (Pty) Ltd, Centrevo (Pty) Ltd, Metonymy (Pty) Ltd trading as Traceps, Traq Software (Pty) Ltd trading as Interactive Solutions, The Virtual Agent (Pty) Ltd, Maravedi Credit Solutions (Pty) Ltd, Retail Collection Services (Pty) Ltd (dormant), Blake and Associates Offshoring (Pty) Ltd.

Blake is a private body as defined in the Act.

**B. Particulars in terms of the section 51 manual**

**1. Contact details (in terms of Section 51(1)(a) of the Act)**

The Virtual Agent	
Chief Executive Officer:	Terence Sewraj
Information Officer:	Terence Sewraj
Street Address:	32 Flanders Drive, Mount Edgecombe
Postal Address:	Private Bag X27, Umhlanga Rocks, 4320
Telephone:	+ 27 31-538-4000
Fax:	+ 27 86 673 9960
Website:	www.thevirtualagent.co.za
E-mail:	paia@thevirtualagent.co.za

**2. The section 10 Guide on how to use the Act (in terms of Section 51(1)(b))**

In terms of section 10 of the Act, the SAHRC is required to compile, in each official language, a guide to the Act to assist people in exercising their rights under the Act. The SAHRC may be contacted at:

**The South African Human Rights Commission (SAHRC):  
PAIA Unit  
The Research and Documentation Department**

Postal address: Private Bag 2700  
Houghton  
2041

Telephone: +27 11 484-8300  
Fax: +27 11 484-0582  
Website: www.sahrc.org.za  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**3. Records available in terms of any other legislation (in terms of Section 51(1)(d))**

The Virtual Agent keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list): -

1. Basic Conditions of Employment No.75 of 1997
2. Broad Based Black Economic Empowerment Act No.53 of 2003
3. Companies Act No.71 of 2008
4. Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
5. Consumer Protection Act No.68 of 2008
6. Electronic Communication and Transactions Act No. 25 of 2002
7. Employment Equity Act No. 55 of 1998
8. Financial Intelligence Centre Act No.38 of 2001
9. Income Tax Act No. 95 of 1967
10. King 4 Code of Corporate Governance
11. Labour Relations Act No. 66 of 1995
12. Occupational Health & Safety Act No. 85 of 1993
13. Prevention of Organised Crime Act No.121 of 1998
14. Promotion of Access to Information Act No.2 of 2000
15. Protected Disclosures Act No.26 of 2000
16. Protection of Constitutional Democracy against Terrorist and Related Activities Act No.33 of 2004
17. Protection of Personal Information Act No.4 of 2013
18. Skills Development Levies Act No. 9 of 1999
19. Skills Development Act No. 97 of 1998
20. South African Revenue Services Act No.34 of 1997

21. Trademarks Act No. 194 of 1993
22. Unemployment Contributions Act No. 4 of 2002
23. Unemployment Insurance Act No. 63 of 2001
24. Value Added Tax Act No. 89 of 1991.

**4. Gaining access to records held by The Virtual Agent (in terms of Sections 51(1)(c) and 51(1)(e)).**

**4.1 What categories of records are, or will be, automatically available without you having to request access to these records in terms of the Act?**

The Act provides for the automatic disclosure of certain records. Should records be automatically disclosed, you will not have to formally request these records in terms of the Act.

In terms of the Act, this automatic disclosure by private companies is voluntary. This means that a private company is not obliged to make such disclosure. If a private company chooses to make such voluntary disclosure, it may do so by giving notice thereof in terms of Section 52(2) of the Act.

**4.2 What records can you request? (in terms of Section 51(1)(e))**

Requests for records are to be forwarded to our Information Officer as follows:

The Virtual Agent (Pty) Limited  
 Street Address: 32 Flanders Drive, Mount Edgecombe  
 Postal Address: Private Bag X27, Umhlanga Rocks, 4320  
 Telephone: +2731-538-4000  
 Fax: +27866739960  
 Website: [www.thevirtualagent.co.za](http://www.thevirtualagent.co.za)  
 Email: [paia@thevirtualagent.co.za](mailto:paia@thevirtualagent.co.za)

Records that may be requested are set out in the following categories and types:

**CATEGORIES & TYPES OF RECORDS HELD BY THE VIRTUAL AGENT**

<b>STATUTORY:</b>
- annual report
- contractual agreements
- professional indemnity schedule
- registers
- statutory records & returns
- trade marks
<b>HUMAN RESOURCES:</b>
- employment records
- IR disciplinary & grievance procedures & hearings
- leave records
- other internal records and reports
- policies & procedures

- salary records
<b>ADMIN, FINANCE AND ACCOUNTING:</b>
- accounting records
- PAYE records
- policies & procedures
- SARS inventory
- supplier records
<b>WEBSITE SERVICES:</b>
- Customer Records - Records which contain information of The Virtual Agent (Pty) Ltd clients, whether natural or juristic, that receive a service from The Virtual Agent (Pty) Ltd, that have either been provided to The Virtual Agent (Pty) Ltd by the client or generated by The Virtual Agent (Pty) Ltd via data aggregation methods in respect of the client.
- terms & conditions
<b>ASSETS AND SECURITY:</b>
- procedures & schedules
<b>SALES, MARKETING AND COMMUNICATION:</b>
- Brochures, Newsletters and Advertising Material
- Client Information
- Client Information

#### 4.3 How do you request records?

When requesting a record, the following procedures must be followed.

- You must use the prescribed form to make the request for access to a record. (You can find the form at the end of this manual).
- Your request must be made to our Information Officer.
- Your request must be made to the address, or fax number or electronic mail address as set out under 1 above.
- You must provide sufficient detail on the request form to enable the Information Officer to clearly identify the record as well as your specific identity.
- You must also indicate which form of access you require.
- You must also indicate if you wish to be informed in any other manner and if so, you must state the necessary particulars required to be so informed.
- You must identify the right that you are seeking to protect or that you wish to exercise and you must provide an explanation as to why the requested record is required for the protection or exercise of that right.
- If you are making the request on behalf of another person, you must submit proof, to the satisfaction of the Information Officer, of the capacity in which you are making the request.
- The prescribed fee (if any) must be paid as set out in 7 below.

#### 5. Other information as may be prescribed (in terms of Section 51(1)(f))

In terms of this Section, the Minister may publish a notice prescribing any other information that companies will have to disclose. The Minister has not yet published this Notice.

**6. Availability of the manual (in terms of Section 51(3))**

- 6.1 This manual is available for inspection during office hours, at no cost, at our offices.
- 6.2 Should you wish to obtain a copy of this manual, or part thereof, such copy can be obtained from either:
  - 6.2.1 Our head office, at the prescribed fee as set out in Item 1 of Part III of the Fee Schedule; or
  - 6.2.2 It can be downloaded from our website at [www.thevirtualagent.co.za](http://www.thevirtualagent.co.za)

**7. Prescribed fees**

- Once your request is made, you will receive notice from us to pay the prescribed fee of R50.00.
- This prescribed fee must be paid before your request will be processed.
- Payment of this fee is to be made as directed by the Information Officer.
- If you are making a request in your personal capacity, payment of the prescribed fee of R50.00 may not be required.
- We will then make a decision in respect of your request and will notify you of our decision
- Should your request be refused, you may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice to you (in terms of (sec 54(3)(b) of the Act).
- If your request is granted then you will have to pay a further access fee for the search, reproduction and preparation of the record as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure to you (in terms of sec 54(6)) of the Act).
- The fees are set out in the schedule below, marked "Fees payable to The Virtual Agent (Pty) Limited".

**VALUE ADDED TAX:** Please note that The Virtual Agent (Pty) Limited is registered under the Value-Added Tax Act (Act No. 89 of 1991) as a vendor and may in terms thereof add value-added tax (VAT) to all fees prescribed below.

**FEES PAYABLE TO THE VIRTUAL AGENT (PTY) LIMITED**

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) Stiffy disc	7,50

	(ii)	Compact disc	70,00
(d)	(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
	(ii)	For a copy of visual images	60,00
(e)	(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(ii)	For a copy of an audio record	30,00
3.		The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is	R50,00
4.		The access fees payable by a requester referred to in regulation 11(3) are as follows:	
			R
(1)(a)		For every photocopy of an A4-size page or part thereof	1,10
(b)		For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine- readable form	0,75
(c)		For a copy in a computer-readable form on -	
	(i)	Stiffy disc	7,50
	(ii)	Compact disc	70,00
(d)	(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
	(ii)	For a copy of visual images	60,00
(e)	(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(ii)	For a copy of an audio record	30,00
(f)		To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation.	30,00
(2)		For purposes of section 54(2) of the Act, the following applies:	
	(a)	Six hours as the hours to be exceeded before a deposit is payable; and	
	(b)	One third of the access fee is payable as a deposit by the requester.	

- (3) The actual postage is payable when a copy of a record must be posted to a requester.

## 8. Prescribed forms

Your request must be set out in the prescribed form. A copy of this prescribed form is set out below.

**REQUEST FOR ACCESS TO RECORD OF THE VIRTUAL AGENT (PTY) LTD**  
(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

**[Regulation 10]**

**A. The Virtual Agent (Pty) Ltd**

For attention: Terence Sewraj  
The Virtual Agent  
Private Bag X27, Umhlanga Rocks, 4320  
Tel: +2731-538-4000  
Fax: + 27866739960

**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 names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Physical Address: \_\_\_\_\_

\_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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 names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_



**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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. Form of access to record**

*If you are prevented by a disability from reading, viewing or listening 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 to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*		
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*		
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*		
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)		
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>			<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;">NO</td> </tr> </table>	YES	NO
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: \_\_\_\_\_

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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?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE

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