



VANTAGE POINT  
FINANCIAL SERVICES

## PAIA MANUAL

PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO  
INFORMATION ACT 2 OF 2000 (AS AMENDED)

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## 1. List of Acronyms and Abbreviations

1.1	"KI"	Key Individual
1.2	"IO"	Information Officer;
1.3	"Minister"	Minister of Justice and Correctional Services;
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 Vantage Point Financial Services

### 3.1 Key Individual

Name: Greg Farrell  
Telephone: 010 036 4310  
Email: gregf@vpfs.co.za

### 3.2 Access to information general contacts

Email: gregf@vpfs.co.za

### 3.3 National or Head Office

Postal Address: 57 Sloane Street, The Campus, 2<sup>nd</sup> Floor, Roland Garros, Bryanston, Sandton, 2191  
Physical Address: 57 Sloane Street, The Campus, 2<sup>nd</sup> Floor, Roland Garros, Bryanston, Sandton, 2191  
Telephone: 010 036 4310  
Email: gregf@vpfs.co.za  
Website: www.vpfs.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 PAIA and section 56 of POPIA ;

- 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 11 ; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50 ;
- 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 and 51 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 and 52 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 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of section 92 .
- 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
  - 4.6.2 Afrikaans

**5. Categories of records of Vantage Point which are available upon request to access**

Information sought should be requested from the KI, Greg Farrell via the following **email address: [gregf@vpfs.co.za](mailto:gregf@vpfs.co.za)**

**6. Description of the records of Vantage Point 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
Administration of Estates	Administration of Estates Act 66 of 1965
Employment records	Basic Conditions of Employment 75 of 1997
Employment records	Compensation of Occupational Injuries and Diseases Act 130 of 1993
Treating Customers Fairly	Consumer Protection Act 68 of 2008
Electronic communications	Electronic Communications and Transactions Act 25 of 2002
Employment records	Employment Equity Act 55 of 1998
Financial services	Financial Advisory and Intermediary Services Act 37 of 2002
Financial services	Financial Intelligence Centre Act 38 of 2001
Income Tax	Income Tax Act 58 of 1991
Administration of Estates	Insolvency Act 24 of 1936
Financial Services	Inspection of Financial Institutions Act 80 of 1998
Employment Records	Labour Relations Act 66 of 1995
Employment Records	Occupational Health & Safety Act 85 of 1993
Employment Records and Customer protection	Protection of Personal Information Act 4 of 2013

Category of Records	Applicable Legislation
Employment Records	Skills Development Levies Act 9 of 1999
Employment Records	Skills Development Act 97 of 1998
Employment Records	Unemployment Contributions Act 4 of 2002
Employment Records	Unemployment Insurance Act 63 of 2001
Financial Services	Value Added Tax Act 89 of 1991

## 7. Description of the subjects on which Vantage Point holds records and categories of records held on each subject by Vantage Point

Subjects on which Vantage Point holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan
Human Resources	<ul style="list-style-type: none"> <li>• HR policies and procedures</li> <li>• Advertised posts</li> <li>• Employees records</li> </ul>
Operational Information	<ul style="list-style-type: none"> <li>• Client personal details</li> <li>• Beneficiary personal details</li> <li>• Financial Information</li> <li>• Client Wills</li> </ul>

## 8. Processing of Personal Information

### 8.1 Purpose of Processing Personal Information

Personal Information obtained and retained by Vantage Point is for the express purposes of providing fiduciary services and to promote and market Vantage Point offerings.

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

Data Subject categories	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

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
Customer contact details	Distribution partners
Identity number and names, residential addresses, financial information	Master of the High Court, other applicable Regulatory Authorities

### 8.4 Planned transborder flows of personal information

No planned transborder flows of personal information.

### 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

VPFS employs a rigorous access mechanism to the data via a complex arrangement of encrypted private networks, firewalls, and strict password policies. From a physical point of view, the data is stored in South Africa, off-site, in highly secured data centres. We also use multi-factor authentication and RSA keys wherever applicable.

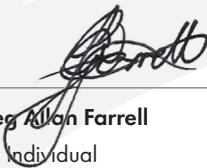
## 9. Availability of the Manual

- 9.1 A copy of the Manual is available –
- 9.1.1 upon request via the email address [gregf@vpfs.co.za](mailto:gregf@vpfs.co.za)
  - 9.1.2 head office of Vantage Point Financial Services 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 Vantage Point will on a regular basis update this Manual.

Issued by



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Greg Allan Farrell  
Key Individual



VANTAGE POINT  
FINANCIAL SERVICES

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