
PAIA MANUAL

Last updated 12 September 2026

Private body: RVZ International Group (Pty) Ltd
Registration: 2023/905207/07
Policy reference: POL-DATA-02
Prepared under: PAIA s 51; PAIA Regulations, 2021

This manual is compiled and published by RVZ International Group (Pty) Ltd ("RVZ") in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended by the Protection of Personal Information Act 4 of 2013 ("POPIA"), and in the form required by the PAIA Regulations, 2021. It explains how you may request access to records held by RVZ, and it contains the information about RVZ's processing of personal information that section 51(1)(c) of PAIA, read with section 17 of POPIA, requires.

1. Contact details of the Information Officer (PAIA s 51(1)(a))

The head of a private body is its Information Officer (PAIA s 1; POPIA s 55). RVZ has designated its Chief Executive Officer for this purpose.

Information Officer

Ryan Massey-Hicks, Chief Executive Officer

Email

ryan@rvzgroup.co.za

Telephone

+27 68 923 7538

Postal and physical address

Haberfeld Street, Klisser Ville, Kimberley, Northern Cape 8301, South Africa

Website

rvzgroup.co.za

Any deputy information officers designated under POPIA section 56 act under the Information Officer's direction; requests sent to the details above reach the Information Officer or a deputy. Registration of the Information Officer with the Information Regulator is maintained as POPIA section 55(2) requires.

2. The Information Regulator's Guide on how to use the Act (PAIA s 51(1)(b))

The Information Regulator has, in terms of section 10 of PAIA, compiled a Guide in each official language containing the information a person reasonably requires to exercise any right under PAIA or POPIA, including how to make a request, the fees payable, the remedies available, and the contact details of every Information Officer and Deputy Information Officer. The Guide is available from:

3. Categories of records available without a request (PAIA s 51(1)(c) and s 52(2))

The following records are available automatically, free of charge, on this website, without a formal PAIA request:

- this PAIA Manual;
- our Privacy Policy and every other policy and legal notice published under Documents & Reporting ;
- our Terms and Conditions , Booking Terms , Returns and Refunds Policy and Shipping and Delivery Policy ;
- our Occupational Health and Safety Policy Statement and published aggregate safety statistics;
- current compliance certificates RVZ has chosen to publish (B-BBEE certificate or affidavit, tax compliance status, CIPC registration), where they appear under Documents & Reporting;
- product, service, pricing and division information on this website and on shop.rvzgroup.co.za;
- published news, blog and marketing material.

4. Records available under other legislation (PAIA s 51(1)(d))

Certain records may be requested under legislation other than PAIA, in accordance with the procedure that legislation provides:

- Companies Act 71 of 2008 — the Memorandum of Incorporation, securities register, register of directors and certain company records, by shareholders and others as sections 25 and 26 provide;
- Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995 — an employee's own employment and remuneration records, and information relevant to consultation or collective bargaining;
- Employment Equity Act 55 of 1998 — the employment-equity plan and reports, by employees and their representatives where RVZ is a designated employer;
- Occupational Health and Safety Act 85 of 1993 — incident reports, risk assessments and safety records, by health and safety representatives, committees and inspectors;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 — an employee's own claim records;
- Consumer Protection Act 68 of 2008 — sales records and disclosures a consumer is entitled to under sections 26 and 27;
- Tax Administration Act 28 of 2011 and Value-Added Tax Act 89 of 1991 — tax invoices and records, by SARS;
- Protection of Personal Information Act 4 of 2013 — a data subject's own personal information, under section 23 (see section 7.4 below).

5. Subjects on which RVZ holds records, and the categories of record (PAIA s 51(1)(e))

The following is a description of the subjects on which RVZ holds records and the categories of record held on each subject. Listing a category does not mean that a record in it is automatically accessible; each request is assessed against the grounds for refusal in Chapter 4 of Part 3 of PAIA.

Subject Categories of record	
Company and governance	
Categories of record	
Memorandum of Incorporation; CIPC registration and annual returns; beneficial-ownership register; share register; directors' and board resolutions and minutes; delegations of authority; policies, procedures and work instructions; internal audit and assurance records; insurance policies; licences, registrations and permits.	

Finance and tax

Categories of record

Annual financial statements; general ledger and journals; bank statements and reconciliations; invoices, quotations, credit notes and statements issued and received; payment, debtor and creditor records; budgets; asset registers; VAT, income-tax, PAYE, UIF and SDL returns; tax clearance and compliance records; B-BBEE certificates and supporting evidence.

Clients and customers

Categories of record

Client onboarding and acceptance records; contracts, statements of work, event orders and booking confirmations; correspondence; project files and deliverables; complaints and their resolution; client portal account records; shop orders and fulfilment records.

Suppliers and vendors

Categories of record

Vendor applications and due diligence; supplier agreements; purchase orders, bills and payments; vendor portal records; supplier performance and compliance evidence.

Personnel and human resources

Categories of record

Employment contracts; personnel files; payroll, leave and attendance records; performance, disciplinary and grievance records; training records; employment-equity records and reports; medical-surveillance records where required by law; termination records.

Recruitment and labour hiring (RVZ Personnel Services)

Categories of record

Client vacancy briefs and agreements; candidate applications, CVs and assessments; verification and reference reports; placement and temporary-employment-service records; timesheets; Employment Services Act registration records.

Health, safety and environment

Categories of record

OHS policy and management plan; section 16(2) and other appointments; hazard identification and risk assessments; site and event OHS plans; incident register and investigation reports; Department of Employment and Labour and COIDA reports; training and drill records; contractor safety files.

Information technology and security

Categories of record

System, access and change records; information-security policies and assessments; incident and security-compromise records; backup and continuity records; website and portal logs.

Marketing and communications

Categories of record

Marketing material and campaigns; newsletter subscriber lists and consents; promotional-competition rules and records; social-media and website content; brand and trade-mark records.

Intellectual property and creative work

Categories of record

Copyright, trade-mark and design records; licences in and out; creative briefs, drafts and final deliverables; music production, split-sheet, master and distribution records.

Legal and compliance

Categories of record

Legal opinions and privileged correspondence; litigation and dispute files; regulatory correspondence; PAIA and POPIA request registers; whistleblowing reports and investigations; contracts register.

6. Processing of personal information (PAIA s 51(1)(c), read with POPIA s 17)

PAIA requires this manual to contain the information a responsible party must make available under POPIA section 17. Full detail is in our Privacy Policy; the summary below is given here to satisfy section 51.

6.1 Purposes of processing

Providing and administering our goods and services; managing bookings, events, travel and creative projects; processing payments and maintaining financial and tax records; recruitment, placement and labour hiring; employment administration; operating client, vendor and staff portals and keeping them secure; marketing with consent or under POPIA section 69; handling complaints, grievances and protected disclosures; complying with legal obligations; and establishing, exercising or defending legal claims.

6.2 Categories of data subjects and of personal information

Data subjects Personal information
Clients, customers and website users Personal information Identity and contact details; company details; enquiry, booking and transaction details; payment references; account credentials and activity; communications; marketing preferences; technical and cookie data.
Event guests and travellers Personal information Names as on identity documents; dates of birth; passport details; dietary and accessibility requirements; emergency contacts; itinerary details.
Candidates and placed workers Personal information CV and employment history; identity number; qualifications; references; right-to-work documents; verification results where authorised; payroll, tax, UIF and COIDA information for placed workers.
Employees, directors and contractors Personal information Personnel, payroll, tax, leave, performance, disciplinary, training, employment-equity and health-and-safety records.
Suppliers and vendors Personal information Contact and banking details; registration, tax and B-BBEE information; contract and payment records.
Complainants and whistleblowers Personal information Identity (unless anonymous), contact details and the content of the report.

6.3 Recipients

Personal information may be supplied to operators processing on our behalf (hosting, payment, email, fulfilment, analytics and productivity providers); to suppliers involved in a service (venues, event suppliers, airlines, accommodation and tour operators, distributors); to prospective employers for candidates; to professional advisers; to regulators and authorities (SARS, the Department of Employment and Labour, the Compensation Fund, the CIPC, the Information Regulator, the National Consumer Commission, courts and law enforcement) where the law requires or permits; and to a successor on a sale or restructuring.

6.4 Planned transborder flows

Personal information is transferred outside South Africa to operators (email, analytics, print-on-demand fulfilment, cloud productivity tools) under binding agreements providing substantially similar protection, and to

foreign travel suppliers where necessary to perform a travel contract, in each case as POPIA section 72 permits.

6.5 Security measures

Encrypted (TLS) connections; role-based access control; strong authentication and session management; hashed password storage; server-side restriction of uploaded documents; backups; operator security assessment and written operator agreements under POPIA section 21; staff training; and an incident-response procedure aligned to POPIA section 22.

7. How to request access to a record (PAIA s 51(1)(f))

7.1 Form. A request must be made on Form 2 prescribed in the PAIA Regulations, 2021 (available from the Information Regulator's website or on request from us), and sent to the Information Officer at the address, email or telephone number in section 1. We will accept a request in another written form if it contains the information Form 2 requires; if it does not, we will assist you to complete it, as section 54 obliges us to do.

7.2 Information required. The request must give sufficient particulars to enable us to identify the record and the requester; state the form of access required (inspection, copy, transcript, electronic copy); state how you wish to be notified (post, email, telephone); state the right you seek to exercise or protect and why the record is required for that purpose (PAIA section 50(1)(a)); and, if you are acting on someone else's behalf, the capacity in which you act and proof of it.

7.3 The right you must show. Under PAIA section 50, a requester is entitled to a record of a private body only if the record is required for the exercise or protection of any right, the procedural requirements are met, and no ground for refusal applies. Please describe the right as clearly as you can.

7.4 Your own personal information. A request for access to your own personal information is a request under POPIA section 23 and is dealt with under our Privacy Policy. You do not need to show a right, and no request fee is payable. You may use Form 2 or write to the Information Officer.

7.5 Timeframe. We will decide a request as soon as reasonably possible and in any event within 30 days of receiving it (PAIA section 56). We may extend this once, by up to a further 30 days, where section 57 permits (for example, a large or complex request, or the need to consult a third party), and will notify you of the extension and the reasons in writing.

7.6 Third parties. Where a record contains information about a third party, we must inform that party of the request and consider its representations before deciding (PAIA sections 71 to 73). This may affect the timeframe.

8. Fees (PAIA s 54 and the Regulations)

8.1 Request fee. A requester other than a personal requester must pay the prescribed request fee of R140.00 (PAIA Regulations, 2021, Annexure B, Part II) before the request is processed. A personal requester (a person requesting their own personal information) pays no request fee.

8.2 Access fee. Where access is granted, the prescribed access fee for reproducing, searching for and preparing the record, and for postage, is payable before access is given. The current prescribed rates are: photocopy of an A4 page R2.00; printed A4 copy R2.00; copy in electronic form (USB or email) R40.00 per copy; transcription of visual or audio images R40.00 per A4 page; search and preparation time exceeding six hours, R145.00 per hour or part of an hour, to a maximum of R435.00; plus the actual postage cost.

8.3 Deposit. Where search and preparation will exceed six hours, we may require a deposit of not more than one-third of the estimated access fee before proceeding.

8.4 Fees are those prescribed at the date of the request; the current schedule is published by the Information Regulator, and we will confirm the amount payable when we acknowledge your request. Payment may be made by EFT to the account we provide.

9. Decision, refusal and remedies

9.1 Grounds for refusal. Access may or must be refused on the grounds in Chapter 4 of Part 3 of PAIA (sections 62 to 70), which include: mandatory protection of the privacy of a third party who is a natural person (s 63); commercial information of a third party (s 64); confidential information held under a duty of confidence (s 65); safety of individuals and protection of property (s 66); records privileged from production in legal proceedings (s 67); RVZ's own commercial information (s 68); research information (s 69); and, subject to section 70, the public interest override where disclosure would reveal a substantial contravention of the law or an imminent and serious public-safety or environmental risk.

9.2 Severance. Where only part of a record falls within a ground for refusal, we will give access to the remainder (PAIA section 28).

9.3 Reasons. If we refuse a request in whole or in part, we will give you written notice stating adequate reasons, the provision relied on, and your remedies (PAIA section 56(3)).

9.4 Remedies. If you are dissatisfied with our decision, or we fail to decide within the prescribed time (a "deemed refusal" under section 58), you may lodge a complaint with the Information Regulator within 180 days of the decision, in terms of PAIA section 77A, using Form 5 in the Regulations; and you may thereafter, or in the alternative, apply to a court within 180 days in terms of PAIA section 78. The Information Regulator's Enforcement Committee may issue a binding notice, and non-compliance is an offence.

10. Availability of this manual (PAIA s 51(3) and Regulation 9)

This manual is published on this website, is available for inspection free of charge at our principal place of business during business hours, and a copy may be requested from the Information Officer at the prescribed fee for reproduction. It is available in English. It is reviewed at least annually and whenever RVZ's processing, structure or the law changes materially; the "last updated" date above shows the current version.

11. Legal references

- Promotion of Access to Information Act 2 of 2000 — ss 1 (definitions, including "head" and "personal requester"), 9 (objects), 10 (Guide), 50 (right of access to records of private bodies), 51 (manual), 52 (voluntary disclosure), 53–61 (manner of access, fees, decision, extension, deemed refusal), 62–70 (grounds for refusal), 71–73 (third-party notification), 77A–77K (complaints to the Information Regulator) and 78–82 (applications to court).
- PAIA Regulations, 2021 (GN R757 of 27 August 2021) — Regulation 9 (manual), Regulation 7 and Annexure B (fees), and Forms 2 (request), 3 (outcome), 4 (internal appeal) and 5 (complaint to the Regulator).
- Protection of Personal Information Act 4 of 2013 — ss 17 (documentation of processing), 23–25 (data subject access, correction and deletion), 55–56 (Information Officer and deputies), 72 (transborder flows) and Schedule (amendments to PAIA).
- Constitution of the Republic of South Africa, 1996 — section 32 (access to information).

This manual gives effect to RVZ's PAIA Access to Information policy (POL-DATA-02) and reflects PAIA, the PAIA Regulations, 2021 and POPIA as at the date shown above. Prescribed fees are quoted from the Regulations current at that date and are confirmed on receipt of a request. This manual is not legal advice.

Generated 24 September 2026 at 12:50 by RVZ International Group (Pty) Ltd

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