

## 1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (PAIA), as amended. It outlines the procedures for requesting access to information held by Vanguard Design and details the records available, the associated costs, and the process followed by Vanguard Design in handling such requests.

## 2. Contact Details

Requests for access to information held by Vanguard Design should be directed in writing to:

Email Address:

designvanguard@gmail.com

## 3. Description of Vanguard Design

Vanguard Design is a design agency offering a range of services including branding, printing, website design, and related services. Our business operations encompass the creation and management of various records and information.

## 4. Records Available in Terms of Other Legislation

In addition to records subject to PAIA, Vanguard Design may hold records required by other legislation, such as the Companies Act, Labour Relations Act, and Tax Administration Act. These records may be available upon request, subject to the provisions of the relevant legislation.

## 5. Records Held by Vanguard Design

Vanguard Design holds records related to its business operations, including but not limited to:

- Client records.
- Financial records.
- Employee records.
- Operational records.

## 6. Request for Access to Records

Records held by Vanguard Design may be accessed by request only once the prerequisites for access have been met.

The requester must fulfill the prerequisites for access in terms of PAIA, including the payment of a requested access fee. The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify:

- The record or records requested.
- The identity of the requester.
- Which form of access is required, if the request is granted.
- The email address of the requester.

The requester must state that they require the information to exercise or protect a right and clearly state the nature of the right to be exercised or protected. Additionally, the requester must specify why the record is necessary to exercise or protect such right.

The Private Body will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above times are not complied with.

The requester shall be informed whether access has been granted or denied. If the requester requires the reason for the decision in any other manner, they must state the manner and the particulars required.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which they are making the request, to the reasonable satisfaction of the Information Officer. If an individual is unable to complete the prescribed form because of illiteracy or disability, they may make the request orally.

## **7. Grounds for Refusal of Access**

Access to information may be refused in accordance with the grounds for refusal as set out in Section 62 to 70 of PAIA.

## **8. Availability of the Manual**

This PAIA manual is available on the Vanguard Design website at: <https://bit.ly/3KK1Z8z>

## **9. Costs Related to Accessing and Printing of Information**

**9.1 Request Fee:** A request fee of R 140 is payable upon submission of a request for access to information. This fee may be paid by electronic funds transfer (EFT) or deposited directly into Vanguard Design's bank account. Proof of payment must accompany the request.

**9.2 Access Fees:** Access fees will be charged for the time spent searching for and preparing the requested information.

**9.3 Printing Costs:** If the requester requires hard copies of the information, printing costs will apply. The cost per page will be communicated to the requester prior to printing.

## **10. Amendment of the Manual**

Vanguard Design reserves the right to amend this PAIA manual as required. Any amendments will be published on the Vanguard Design website and made available upon request.

## **11. Contact Information**

For further information or assistance regarding access to information at Vanguard Design, please contact us using the details provided in Section 2 of this manual.