

Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

Valomate Solutions (Pty) Ltd

Registration number 2025/408783/07

1. Acronyms and abbreviations

Term	Meaning
COIDA	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Information Officer	The person designated under section 17 of PAIA and section 55 of POPIA
Minister	The Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
RAF	Road Accident Fund
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa
VCM	Valomate Claims Manager, our claims administration platform

2. Purpose of this manual

- 2.1 This manual is published in terms of section 51 of PAIA. It tells a person what records Valomate Solutions (Pty) Ltd holds, how to request access to a record, what fees apply, and how the company processes personal information under POPIA. It gives effect to the constitutional right of access to information held by a private body where the record is required for the exercise or protection of any right.
- 2.2 The company is a private body. It funds, administers and collects medical claims against the Road Accident Fund and the Compensation Fund on behalf of medical service providers; places road accident patients in private hospitals; manages the medical care of patients who hold an RAF Undertaking; registers employers with the Compensation Fund and administers their COID claims; and administers COID awards on the instruction of attorneys.

3. Key contact details

Item	Detail
Head of the private body	The directors, B van Zyl and J de Clercq, who have designated the Information Officer
Information Officer	Bianca van Zyl
Deputy Information Officer	None designated

Item	Detail
Physical address	613 Andries Strydom Street, Constantia Park, Pretoria, 0181
Postal address	613 Andries Strydom Street, Constantia Park, Pretoria, 0181
Telephone	012 012 5746
Email	popia@valomatesolutions.co.za
Website	www.valomatesolutions.co.za

4. The Guide of the Information Regulator

- 4.1 The Regulator has compiled a Guide in terms of section 10 of PAIA, in every official language, to help any person who wishes to exercise a right under PAIA or POPIA. The Guide explains the objects of PAIA; how to contact the Information Officer of every public and private body; how to make a request; the remedies available where a body fails to comply; the fees; and how to lodge a complaint with the Regulator.
- 4.2 The Guide is available on www.inforegulator.org.za and from the Regulator on request. A copy is available from our Information Officer.
- 4.3 The Regulator's contact details:

Item	Detail
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

5. Records available without a request

- 5.1 No notice under section 52(2) of PAIA has been published in respect of the company. The following records are available without a formal request: the information published on www.valomatesolutions.co.za, including the Public Privacy Statement, the website privacy notice and this manual; and the company's registration details available from the Companies and Intellectual Property Commission.

6. Records held in terms of legislation

The company holds records under the following legislation, in addition to PAIA and POPIA:

- Basic Conditions of Employment Act 75 of 1997
- Children's Act 38 of 2005

- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Health Act 61 of 2003
- Occupational Health and Safety Act 85 of 1993
- Road Accident Fund Act 56 of 1996
- Skills Development Act 97 of 1998 and Skills Development Levies Act 9 of 1999
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991

7. Subjects and categories of records held

Subject	Categories of records
Company records	Memorandum of Incorporation; registration documents; securities register; minutes and resolutions; policies and procedures
Financial records	Annual financial statements; accounting records; bank statements; invoices, statements and remittances; tax returns and assessments; VAT and PAYE records
Human resources	Job applications; employment contracts; personnel files; payroll; leave, performance and disciplinary records; UIF and skills development records; exit records
Medical service providers	Master Services Agreements and mandates; practice numbers; contact persons; claim documents; invoices and statements; bank details; non-disclosure agreements
Patients	Consent forms; identity documents; accident and admission details; health information and medical reports; RAF and Compensation Fund claim documents; Undertaking certificates; correspondence
Employers, attorneys and referrers	Instructions and mandates; Compensation Fund registration records; COID claim and award documents; invoices; correspondence
Suppliers	Contracts; invoices and statements; bank details
Website and information technology	Website enquiries; system access logs; data messages evidencing electronic transactions
POPIA compliance	Privacy Policy and supplementary policies; Processing Activities Register; Operator Register; Security Compromise Register; Data Subject Request Register; Complaints Register; PAIA Request Register; Training Register; privacy impact assessments

8. Processing of personal information

8.1 Purpose of processing

The company processes personal information in order to: fund and case-manage private hospital treatment of road accident patients; submit and collect medical service providers' claims against the RAF and the Compensation Fund; manage the medical care and claims of Undertaking patients; register employers with the Compensation Fund and administer their COID claims; administer COID awards for attorneys; verify identity; contract with and pay providers and suppliers; invoice employers and attorneys; respond to enquiries; employ and pay staff; comply with the law; and exercise and defend its rights.

8.2 Categories of data subjects and of personal information

Data subjects	Personal information
Patients (road accident patients, Undertaking holders, injured employees), including children	Name; identity or passport number; date of birth; gender; nationality; contact details; next of kin or competent person; accident and admission details; health information (injuries, condition, treatment, procedures, length of stay, medical reports and accounts); Undertaking details; for COID, employer, occupation and earnings; race where a claim form requires it
Staff of medical service providers, employers, attorneys, referrers and suppliers	Name; position; telephone number; email address; the entity's registration, practice number, addresses and bank details
Website enquirers	Name; telephone number; email address; audience; description of the enquiry
Employees and job applicants	Application and right-to-work information; identity and contact details; payroll and tax information; contract and role; performance and conduct; health information disclosed for leave, accommodation or COIDA; system access records; exit records

8.3 Recipients of personal information

The RAF and the Compensation Fund; the medical service providers treating the patient; the patient's attorney; the employer in a COID matter; the company's operators (Microsoft for email and file storage, Van Zyl Consulting (Pty) Ltd for IT support, and HiRayden for audit and independent review); SARS, the Unemployment Insurance Fund and other public bodies where the law requires; and a regulator, court or the police where the law requires.

8.4 Planned transborder flows

VCM and its data are hosted on the company's own hardware in South Africa. Microsoft 365 email and OneDrive data are held in Microsoft's South African data centres under Microsoft's data protection terms. No transborder flow is planned.

8.5 Security measures

The company secures personal information through: a claims platform hosted on its own hardware in a locked space; Microsoft 365 with multi-factor authentication; encrypted laptops enrolled for

remote wipe; access limited to the people who need the information for a matter; signed non-disclosure agreements and POPIA training for every person with access; written operator agreements; backups under its control; an office inside a gated estate with 24-hour security; no hard-copy records; and the Information Security Policy, Password Policy, Clean Desk Policy, WhatsApp Policy and Incident Response Policy and Procedure.

9. How to request access to a record

- 9.1 A requester completes the prescribed form for a request to a private body (Form 2 to the PAIA Regulations, in Annexure A) and sends it to the Information Officer by email to popia@valomatesolutions.co.za or by hand or post to 613 Andries Strydom Street, Constantia Park, Pretoria, 0181.
- 9.2 The request identifies the record, states the requester's identity and, where made on another's behalf, proof of that capacity, states the form of access required, gives a postal address, email address or fax number in the Republic, and identifies the right the requester seeks to exercise or protect and why the record is required for that purpose.
- 9.3 A requester who cannot complete the form because of illiteracy or disability may make the request orally and the Information Officer completes the form on their behalf.
- 9.4 The Information Officer decides on the request and notifies the requester within 30 days of receipt. The period may be extended once by up to 30 days where the record is large, must be searched for at another office, or requires consultation with a third party, and the requester is notified of the extension and the reasons.
- 9.5 Where access is refused, the notice gives the reasons and the provision of PAIA relied on, and informs the requester of the right to lodge a complaint with the Regulator or to apply to court.
- 9.6 Where a record contains information about a third party, the Information Officer notifies the third party within 21 days and gives them the opportunity to consent or to make representations before deciding.
- 9.7 Grounds on which access may or must be refused include the unreasonable disclosure of personal information about a third party; commercial information of a third party or of the company; a duty of confidence owed to a third party; the safety of individuals and property; legally privileged records; the company's computer programs; and research information (sections 62 to 70 of PAIA).

10. Fees

- 10.1 The fees prescribed in Annexure B to the PAIA Regulations of 2021 apply. A personal requester, who requests a record containing personal information about themselves, pays no request fee and pays only the access fee for reproduction where one applies.

Fee	Amount
Request fee (requester other than a personal requester)	R140.00
Photocopy or printed copy, per A4 page or part	R2.00
Copy in computer-readable form on a flash drive or disc supplied by the requester	R40.00

Fee	Amount
Copy in computer-readable form on a disc supplied by the company	R60.00
Copy of an audio record on a flash drive or disc supplied by the requester	R40.00
Copy of an audio record on a disc supplied by the company	R60.00
Transcription of visual images, per A4 page or part	Outsourced; charged at the service provider's quotation
Transcription of an audio record, per A4 page or part	R24.00
Search and preparation, for each hour or part of an hour after the first hour	R145.00, to a maximum of R435.00
Deposit where preparation is likely to exceed 6 hours	Not more than one third of the access fee
Postage, email or other electronic transfer	Actual expense, if any
Value-added tax	Added to every fee above

10.2 The requester is notified of the amount payable before the request is processed. Access may be withheld until the fee is paid. A requester may apply to court against the fee.

11. Availability of this manual

This manual is available on www.valomatesolutions.co.za, at the company's office at 613 Andries Strydom Street, Constantia Park, Pretoria, 0181, from the Information Officer on request, and to the Regulator on request. It is available in English. A copy in another official language will be provided on request within a reasonable time.

12. Updating of this manual

The Information Officer reviews and updates this manual every 12 months and whenever the company's contact details, records, operators, transborder flows or processing change.

Annexure A: Form 2, Request for access to record of a private body

Section 53(1) of the Promotion of Access to Information Act, 2000. PAIA Regulations 2021, Regulation 7.

A. Particulars of private body

The Head: The Information Officer, Valomate Solutions (Pty) Ltd

Address: 613 Andries Strydom Street, Constantia Park, Pretoria, 0181

Email: popia@valomatesolutions.co.za

B. Particulars of person requesting access to the record

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____ Email: _____

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

The address and/or fax number in the Republic to which the information is to be sent must be given. Proof of the capacity in which the request is made, if applicable, must be attached.

C. Particulars of person on whose behalf request is made

Complete only if the request is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

Provide full particulars of the record to which access is requested, including the reference number if known, to enable the record to be located. If the space is inadequate, continue on a separate signed page.

- 1 Description of record or relevant part of the record:

- 2 Reference number, if available: _____
- 3 Any further particulars of record: _____

E. Fees

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. You will be notified of the amount payable. The fee for access depends on the form in which access is required and the reasonable time required to search for and prepare the record. If you qualify for exemption from any fee, state the reason.

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 below, state your disability and the form in which the record is required.

Disability: _____ Form in which record is required: _____

Mark the appropriate box with an X. Compliance with your request in the specified form may depend on the form in which the record is available. Access in the form requested may be refused in certain circumstances, in which case you will be informed if access will be granted in another form. The fee payable, if any, is determined partly by the form of access requested.

- 1 If the record is in written or printed form: ☐ copy of record ☐ inspection of record
- 2 If the record consists of visual images: ☐ view the images ☐ copy of the images ☐ transcription of the images
- 3 If the record consists of recorded words or information that can be reproduced in sound: ☐ listen to the soundtrack ☐ transcription of the soundtrack
- 4 If the record is held on computer or in electronic or machine-readable form: ☐ printed copy of record ☐ printed copy of information derived from the record ☐ copy in computer-readable form

If you requested a copy or transcription of a record, do you wish it to be posted to you? ☐ Yes ☐ No.
Postage is payable.

G. Particulars of right to be exercised or protected

- 1 Indicate which right is to be exercised or protected:

- 2 Explain why the record requested is required for the exercise or protection of that right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved or refused. If you wish to be informed in another manner, specify the manner and provide the necessary particulars.

How would you prefer to be informed of the decision?

Signed at _____ on this _____ day of _____ 20____

Signature of requester / person on whose behalf request is made

Version control

Item	Detail
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