



VK GRANITE CC PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

DATE OF COMPILATION: 20/07/2026

DATE OF REVISION: 20/07/2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

- **1.1 "CEO"**: Chief Executive Officer
- **1.2 "DIO"**: Deputy Information Officer
- **1.3 "IO"**: Information Officer
- **1.4 "Minister"**: Minister of Justice and Correctional Services
- **1.5 "PAIA"**: Promotion of Access to Information Act No. 2 of 2000 (as amended)
- **1.6 "POPIA"**: Protection of Personal Information Act No. 4 of 2013
- **1.7 "Regulator"**: Information Regulator of South Africa
- **1.8 "Republic"**: Republic of South Africa

PURPOSE OF PAIA MANUAL

This PAIA Manual is compiled to assist members of the public to:

- **2.1** Check the categories of records held by VK Granite CC 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 recipients or categories of recipients to whom the personal information may be supplied.
- **2.8** 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.

- **2.9** Know whether the body has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information which is to be processed.
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3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF VK GRANITE CC

3.1. Chief Information Officer

- **Name:** Ivan Veskovic
- **Title:** Managing Member / CEO
- **Telephone:** 063 380 5545
- **Email:** info@vkgranite.co.za

3.2. Deputy Information Officer

- **Name:** Bigboy Olivier Mdluli
- **Telephone:** 063 380 5545
- **Email:** info@vkgranite.co.za

3.3. Access to Information General Contacts

- **Email:** info@vkgranite.co.za

3.4. National Head Office

- **Physical Address:** 18 Ruven Road, Benrose, Johannesburg, 2094
 - **Postal Address:** 18 Ruven Road, Benrose, Johannesburg, 2094
 - **Telephone:** 063 380 5545
 - **Email:** info@vkgranite.co.za
 - **Website:** vkgranite.co.za
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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 the objects of PAIA and POPIA; the postal and street address, phone, and electronic mail address of every Information Officer and Deputy Information Officer; the manner and form of a request for access to records; and all legal remedies available regarding an act or failure to act.
- **4.4.** Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Regulator, during normal working hours.
- **4.5.** The Guide can also be obtained upon request to the Information Officer or directly from the website of the Regulator (infoeregulator.org.za).
- **4.6.** A copy of the Guide is also available in English and isiZulu for public inspection during normal office hours.

5. CATEGORIES OF RECORDS OF VK GRANITE CC WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records are automatically available on our website and do not require a formal PAIA request framework to access:

Category of Records	Types of the Record	Available on Website	Available upon Request
Marketing Materials	Digital Product Catalogs & Tombstone Design Portfolios	X	X
Corporate Policies	Website Terms & Conditions	X	X
Corporate Policies	Privacy Policy & Website Disclaimer	X	X
Statutory Framework	This PAIA Manual	X	X

6. DESCRIPTION OF THE RECORDS OF VK GRANITE CC WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

We maintain statutory documents created and available in accordance with the following pieces of South African legislation:

Category of Records	Applicable Legislation
Corporate Registration	Companies Act No. 71 of 2008 / Close Corporations Act No. 69 of 1984
Information Transparency	Promotion of Access to Information Act No. 2 of 2000

Consumer Protection	Consumer Protection Act No. 68 of 2008
Personal Data Governance	Protection of Personal Information Act No. 4 of 2013
Tax Compliance	Value Added Tax Act No. 89 of 1991 / Income Tax Act No. 58 of 1962
Labor Relations	Basic Conditions of Employment Act No. 75 of 1997 / Labor Relations Act No. 66 of 1995

7. DESCRIPTION OF THE SUBJECTS ON WHICH VK GRANITE CC HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

(Note: These require a formal Form 2 Request to be accessed by external parties).

Subjects on Which Records are Held	Categories of Records
Operational & Manufacturing	Raw stone inventory logs, block cutting specifications, design/typography vector layout files, sandblasting stencils, diamond tool specs, and client-signed structural dimensions.
Logistics & Site Installation	Graveyard transport dispatch sheets, municipal clearance letters, cemetery permit applications, site inspection reports, and foundation groundwork specifications.
Finance & Accounting	Signed offline memorial sale agreements, Lay-bye milestone tracking books, 70% deposit receipts, annual financial statements, tax returns, and supplier invoices.
Human Resources	Employment contracts, internal HR operational policies, payroll registries, employee tax profiles, and attendance logs.

8. PROCESSING OF PERSONAL INFORMATION

8.1. Purpose of Processing Personal Information

We process personal information to execute custom memorial manufacturing, manage offline client billing and lay-bye tracks, coordinate transport logistics to cemeteries, process corporate taxes, and verify structural warranty claims.

8.2. Description of the Categories of Data Subjects and Information Processed

Categories of Data Subjects	Personal Information That May Be Processed
Customers / Clients	Full names, identity numbers, physical home addresses, telephone numbers, bank account profiles, and custom engraving details (names and epitaphs of deceased loved ones).
Service Providers / Suppliers	Corporate entity names, registration numbers, VAT profiles, trade records, physical addresses, and banking disbursement credentials.
Employees	Full names, identity numbers, home addresses, qualifications, tax profiles, emergency contacts, gender, and race tracking metrics.

8.3. The Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

Category of Personal Information	Recipients to Whom Data May Be Supplied
Names, IDs, and site permissions	Local Municipalities and Cemetery Vetting Authorities
Identity numbers and names	South African Police Services (For criminal verification if required)
Employee earnings records	South African Revenue Service (SARS)
Financial and payment transaction data	Registered Banking Institutions and Debt Collection agencies

8.4. Planned Transborder Flows of Personal Information

We do not actively transfer personal data outside the borders of South Africa. Standard corporate files, client communication records, and email archives are backed up securely using cloud infrastructure providers (such as Microsoft 365 or Google Workspace cloud servers) whose data infrastructure centers maintain equivalent data safety certifications.

8.5. General Description of Information Security Measures Implemented

We implement technical and organizational precautions to maintain absolute integrity over customer and child record archives. Safeguards include endpoint anti-virus and anti-malware programs, localized firewall deployments, data encryption protocols, restricted password permissions for financial systems, and secure commercial locks for physical contract filing cabinets.

9. AVAILABILITY OF THE MANUAL

- **9.1.1.** A copy of this manual is available publicly on our official website:
vkgranite.co.za.
- **9.1.2.** A copy is kept at our main head office located at 18 Ruven Road, Benrose, Johannesburg, 2094, for public inspection during normal business hours.
- **9.1.3.** Provided to any person upon request and upon the payment of the reasonable prescribed copying fee.
- **9.1.4.** Submitted formally to the Information Regulator upon request.

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 VK Granite CC will regularly update this manual to reflect structural changes in corporate legislation or operational contact points.

Issued by:

Ivan Veskovic
Managing Member / Chief Executive Officer
