
PAIA Manual

Vermundo (Pty) Ltd
2022 / 866554 / 07
<https://www.vermundo.co.za>
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Version 1.0
Effective Date: 2026-02-16

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1. Introduction

This Manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (“PAIA”).

The purpose of this Manual is to:

- Provide a description of the records held by Vermundo (Pty) Ltd
- Outline the procedure for requesting access to such records
- Inform data subjects of their rights under PAIA and related legislation

2. Company Overview

Vermundo (Pty) Ltd provides Energy Management System (EMS) solutions including:

- EMS Hub hardware
- Cloud-based monitoring portal
- Energy analytics and reporting
- Technical support and configuration services

The company processes information relating to:

- Business customers
- Installers and service providers
- System users
- Limited residential site installations (where applicable)

3. Contact Details

Information Officer: H Bosman
Email: info@vermundo.co.za
Physical Address: Vermundo (Pty) Ltd
Regus Darrenwood
Ground Floor, Waterstone Building
Stonemill Office Park
300 Acacia Rd, Darrenwood
Johannesburg, 2195

4. Guide on How to Use PAIA (Section 10 Guide)

The Information Regulator has published a guide explaining how to exercise rights under PAIA.

This guide is available from:

The Information Regulator (South Africa)
Website: <https://www.inforegulator.org.za/>
Email: enquiries@inforegulator.org.za

5. Applicable Legislation

The company retains records in accordance with, and as required by, the following legislation (where applicable):

- Promotion of Access to Information Act
- Protection of Personal Information Act
- Companies Act
- Electronic Communications and Transactions Act
- Income Tax Act
- Value-Added Tax Act
- Cybercrimes Act
- Labour Relations Act
- Basic Conditions of Employment Act

6. Categories of Records Held

6.1. Company Records

- Registration documents
- Shareholder records
- MOI
- Director records
- Governance documents

6.2. Financial Records

- Accounting records
- Tax records
- Supplier invoices
- Bank statements

6.3. Human Resources Records

- Employment contracts
- Payroll records
- Performance records
- Disciplinary records

6.4. Customer & Client Records

- Service agreements
- Contact details
- Communication records
- Support tickets
- Installation documentation

6.5. EMS Portal & System Records

- User account records
- Access logs
- Audit logs
- Configuration records
- Device serial numbers
- Telemetry data
- Performance and analytics reports

Telemetry data from residential installations may contain personal information where it identifies a household.

6.6. IT & Security Records

- Access control logs
- Security incident reports
- Backup records
- System configuration files

7. Records Held on Behalf of Third Parties

Where applicable, the company may hold records on behalf of:

- Clients under service agreements
- Installers or service providers
- Infrastructure service providers

Access to such records may be subject to contractual restrictions and third-party confidentiality obligations.

8. Records Automatically Available Without Request

The following records are available without a formal PAIA request:

- Privacy Policy
- PAIA Manual
- Product and service information published on the website

These records are available at:

<https://www.vermundo.co.za>

9. Processing of Personal Information

The company processes personal information in accordance with the Protection of Personal Information Act.

Categories of data subjects include:

- Employees
- Clients
- Portal users
- Installers
- Service providers

Personal information is processed for:

- Service delivery
- System monitoring
- Account management
- Regulatory compliance
- Security and audit purposes

Security safeguards include:

- Encryption
- Access control
- Audit logging
- Secure infrastructure
- Patch management procedures

Further details are available in the company's Privacy Policy.

10. Transborder Flows of Personal Information

The company does not intentionally transfer personal information outside of the Republic of South Africa.

All primary hosting infrastructure is located within South Africa.

Should transborder transfers become necessary, the company will ensure that such transfers comply with Section 72 of the Protection of Personal Information Act.

11. How to Request Access to Records

Requests for access must:

- Be made in writing to the Information Officer;
- Be submitted on the prescribed PAIA request form (Form 2);
- Clearly identify the record requested;
- Provide sufficient detail to locate the record;
- Include contact details;
- Include proof of identity.

The prescribed Form 2 is available from the Information Regulator website.

12. Fees

Request fees may be payable in accordance with PAIA regulations.

The Information Officer will notify the requester of:

- The applicable request fee (if any)
- Any reproduction fees
- Any search time fees (if applicable)

No record will be released until applicable fees have been paid.

13. Grounds for Refusal

Access may be refused where permitted under PAIA, including:

- Protection of personal information of third parties
- Commercially confidential information
- Trade secrets
- Security-sensitive information
- Records privileged from production in legal proceedings

14. Remedies Available

If a request is denied, the requester may:

- Lodge a complaint with the Information Regulator
- Apply to court for appropriate relief

15. Availability of This Manual

This Manual is available:

- On our website: <https://www.vermundo.co.za/paia-manual.pdf>
- On request from the Information Officer
- In electronic format

16. Review of This Manual

This Manual will be reviewed periodically and updated where necessary to ensure compliance with applicable legislation.