

A DIVISION OF TRUE LIE DETECTORS & VETTING (PTY) LTD

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA") and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). It provides information on the records held by PreAppliCheck and the procedure to be followed when requesting access to such records. PreAppliCheck is a division of True Lie Detectors & Vetting (Pty) Ltd, a company that provides background screening, vetting, and pre-employment verification services.

## **COMPANY DETAILS**

Registered Company Name: True Lie Detectors & Vetting (Pty) Ltd  
Company Registration Number: 2023/571462/07  
Physical Address: Office 3, First Floor, Right Side Wing, Refined Park,  
11 Inanda Rd, Hillcrest, Durban, 3610  
Telephone Number: 062 859 6678  
Website: TLDV.CO.ZA

## **INFORMATION OFFICER**

In terms of POPIA, the Information Officer of True Lie Detectors & Vetting (Pty) Ltd is responsible for ensuring compliance with PAIA and POPIA.

Information Officer: Jaques Prinsloo  
Email: admin@tldv.co.za  
Telephone: 062 859 6678

## **GUIDE ON HOW TO USE PAIA**

The Information Regulator has compiled a guide in terms of Section 10 of PAIA. This guide contains information to assist any person who wishes to exercise any right contemplated in PAIA and POPIA. The guide is available in all official languages and can be obtained from the Information Regulator at: <https://www.justice.gov.za/inforeg/> or by contacting the Information Regulator directly.

## **CATEGORIES OF RECORDS HELD**

### **5.1 Candidate / Data Subject Records**

- Signed consent forms and indemnity agreements
- Background screening reports and verification results
- Personal information including identity documents, qualifications, employment history, and criminal record information
- Biometric data (fingerprints) where criminal record checks are conducted
- Correspondence with candidates and clients

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## **5.2 Client Records**

- Client service agreements and terms of service
- Screening requests and instructions from clients
- Invoices, payment records, and financial correspondence
- Client onboarding documentation

## **5.3 Company Records**

- Company registration documents and CIPC filings
- Financial records, tax returns, and audit reports
- Human resources and employment records
- Policies, procedures, and compliance documentation (including this PAIA Manual, Privacy Policy, and POPIA documentation)
- Contracts with third-party verification providers

## **5.4 Records Held on Behalf of Others**

PreAppliCheck holds records on behalf of its clients in the form of background screening reports and related verification data. Access to these records by third parties is subject to the consent of the relevant client and the data subject, and in accordance with POPIA and PAIA.

## **REQUEST PROCEDURE**

To request access to a record held by PreAppliCheck, the requester must:

1. Complete the prescribed PAIA Request Form (Form C) available from the Information Regulator's website.
2. Submit the completed form to the Information Officer at [admin@tldv.co.za](mailto:admin@tldv.co.za) or by hand/post to the physical address above.
3. Provide sufficient particulars to enable the record to be identified.
  1. Indicate the form of access required.
  2. Pay the prescribed request fee (if applicable).

## **FEES**

A request fee may be payable as prescribed by the Regulations to PAIA. The Information Officer will notify the requester of the applicable fee before processing the request. Access to records may be withheld until the fee is paid. No fee is payable by a data subject requesting access to their own personal information in terms of POPIA.

## **DECISION ON REQUEST**

The Information Officer will, within 30 days of receipt of a valid request, notify the requester of the decision. This period may be extended by a further 30 days in certain circumstances. If the request is granted, the requester will be notified of the applicable access fee and the form in which access will be given.

## **RECORDS AVAILABLE WITHOUT A FORMAL REQUEST**

Certain records, such as this PAIA Manual, the Privacy Policy, and general company information published on the website, are available without the need for a formal PAIA request.

## **RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

Records may be available in terms of other legislation such as the Companies Act, 2008, the Income Tax Act, 1962, and the Labour Relations Act, 1995. Access to such records will be granted in accordance with the provisions of the relevant legislation.

## **AVAILABILITY OF THIS MANUAL**

This Manual is available:

- On the PreAppliCheck / True Lie Detectors & Vetting website
- At the registered office of True Lie Detectors & Vetting (Pty) Ltd during normal business hours
- Upon request from the Information Officer
- To the Information Regulator upon request

Jaques Prinsloo  
**Information Officer**

True Lie Detectors & Vetting (Pty) Ltd

Date: 05 July 2026