MONEY DOC (PTY) LTD

Registration No. 2019/466808/07 | Authorised Financial Services Provider No. 52081

PAIA MANUAL

MANUAL STATEMENT

- This manual forms part of the manual owner's internal business processes and procedures.
- In this document, "Money Doc", "the organisation", "we", "us" and "our" refer to Money Doc (Pty) Ltd (Registration No. 2019/466808/07), an authorised financial services provider (FSP No. 52081). Any reference to Money Doc includes the manual owner.
- Money Doc's Director and Key Individual, its employees, volunteers, contractors, suppliers and any other persons acting on behalf of Money Doc are required to familiarise themselves with the manual's requirements and undertake to comply with the stated processes and procedures.
- Risk owners and control owners are responsible for overseeing and maintaining control procedures and activities.

MANUAL ADOPTION

Money Doc has adopted this manual in accordance with the Promotion of Access to Information Act 2 of 2000. This manual has been approved and adopted by the Director and Key Individual of Money Doc.

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1 DEFINITIONS

1.1 Data Subject

The person to whom Personal Information relates.

1.2 Deputy Information Officer

The person to whom any power or duty conferred or imposed on an Information Officer by POPIA has been delegated.

1.3 Head

In relation to a private body means:

- in the case of a natural person, that natural person or any person duly authorised by that natural person;
- in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership;
- in the case of a juristic person:
  - the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or
  - the person who is acting as such or any person duly authorised by such acting person.

1.4 Information Officer

The head of a private body.

1.5 Information Regulator

The Regulator established in terms of Section 39 of POPIA.

1.6 PAIA

The Promotion of Access to Information Act 2 of 2000, as amended from time to time.

1.7 Person

A natural person or a juristic person.

1.8 Personal Information

- Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- Information relating to the education or the medical, financial, criminal or employment history of the person;
- Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person;
- The personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- The views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

1.9 Personal Requester

A requester seeking access to a record containing personal information about the requester.

1.10 POPIA

The Promotion of Personal Information Act 4 of 2013, as amended from time to time.

1.11 Private body

- a natural person who carries or has carried on any trade, business or profession, but only in such capacity
- a partnership which carries or has carried on any trade, business or profession; or
- any former or existing juristic person, but **excludes** a public body.

1.12 Processing

Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.

1.13 Public body

- any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- in any other functionary or institution when:
  - exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
  - exercising a public power or performing a public function in terms of any legislation.

1.14 Requester

In relation to a private body**,** means any person, including, but not limited to public body or an official thereof, making a request for access to a record of Money Doc or a person acting on behalf of such person.

1.15 Request for access

A request for access to a record of Money Doc in terms of section 50 of PAIA.

1.16 Record

Any recorded information regardless of the form or medium, in the possession or under the control of Money Doc irrespective of whether or not it was created by Money Doc.

1.17 Third Party

In relation to a request for access to a record held by Money Doc, means any person other than the requester.

2 MANUAL PURPOSE

The Promotion of Access to Information Act, 2000, gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State or any other person (or private body), when that information is required for the exercise or protection of any rights.

The purpose of PAIA is to:

- foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, and to; and
- actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all of their rights more fully.

Money Doc recognises everyone's right to access to information and is committed to provide access to Money Doc's records where the proper procedural requirements as set out by PAIA and POPIA have been met.

Money Doc's PAIA manual is compiled in accordance with section 51 of the Act and contains the following provisions:

Annexure A : Contact Details & Business Type
This section provides Money Doc's postal and street address, phone and fax number, and, if available, the e-mail address of the head of Money Doc.
Annexure B : Section 10 PAIA Guide
This section provides a description of the guide referred to in Section 10 of PAIA and how you may obtain access to it.
Annexure C : Statutory Records
This section provides a description of the various statutes in terms of which Money Doc is required to maintain records.
Annexure D : Availability of Records
This section provides a list of records held by Money Doc along with an indication of whether the record is freely available or only accessible by way of a formal request in terms of the provisions of PAIA. The section also provides a description of the category of data subject(s) to who the respective records relates along with an indication of the purpose for which the record is being kept. Records that are indicated as "Freely Available" can be accessed by contacting the Deputy Information Officer (see Annexure A), without having to follow any formal procedures. Records that are indicated as a "PAIA Request", requires the requester to lodge a formal request as provided for in Annexure E.
Annexure E : Request Procedure
This section sets out the procedure required to be followed by a Requestor to obtain access to a record indicated as a "PAIA Request" in Annexure D.
Annexure F : Prescribed Fees
This section sets out the fees that are payable to Money Doc by the Requestor prior to Money Doc processing a request to obtain access to a record held by Money Doc.
Annexure G : Processing of Personal Information
This section sets out the applicable aspects for the processing of personal information.
Annexure H: Outcome of Request and Of Fees Payable
This section sets out the outcome of request to the Requestor and of the fees payable by the Requestor.
Annexure I : Deputy Information Officer Appointment
This section provides for the formal appointment of a Deputy Information Officer where so required.

3 DUTIES OF THE INFORMATION OFFICER

The Information Officer and/or the Deputy Information Officer of Money Doc are responsible for:

- Publishing and proper communication of the manual i.e. creating manual awareness;
- The facilitation of any request for access;
- Providing adequate notice and feedback to the requester;
- Determining whether to grant a request for access to a complete/full record or only part of a record;
- Ensuring that access to a record, where so granted, is provided timeously and in the correct format; and
- Reviewing the manual for accuracy and communicating any amendments.

3.1 Right of Access

The Information Officer and/or Deputy Information Officer may only provide access to any record held by Money Doc to a requester if:

- The record is required for the exercise or protection of any right;

- The requester complies with the procedural requirements relating to a request for access to that record;; and
- Access to that record is not refused in terms of any of the grounds for refusal listed below.

The Requestor must complete and submit Annexure E to Money Doc.

3.2 Grounds for Refusal

The Information Officer and/or Deputy Information Officer must assess whether there are any grounds for refusing a request for access.

Where any grounds for refusal are found, a request for access will not be granted and the Information Officer and/or Deputy Information Officer must complete Annexure H and make the completed Annexure available to the Requestor.

However, despite finding any grounds for refusal, access to the record(s) will be provided where:

- the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law or imminent and serious public or environmental risk; and
- the public interest in disclosing record, will clearly outweigh the harm contemplated in the provision in question,

where there are no grounds for refusal, request for access will be granted.

If a request for access is made with regards to a record containing information that would justify a ground for refusal, every part of the record which

- does not contain; and
- can reasonably be severed from any part that contains, any such information must, despite any other provision of PAIA, also be disclosed,

the grounds for refusal, or absence thereof, are set out below:

A: Mandatory Protection of privacy of a Third Party who is a Natural Person
Grounds for Refusal:
▪ The disclosure would involve the unreasonable disclosure of personal information about a third party that is a natural person (including a deceased individual).
No Grounds for Refusal:
▪ The record consists of information that concerns an individual who has already consented in writing to its disclosure to the requester concerned. ▪ The record consists of information that is already publicly available. ▪ The record consists of information that was given to Money Doc by the individual to whom it relates and the individual was informed by or on behalf of Money Doc, before it is given, that the information belongs to a class of information that would or might be made available to the public. ▪ The record consists of information about an individual's physical or mental health, or well-being, who is under the care of the requester and who is under the age of 18; or incapable of understanding the nature of the request, and if giving access would be in the individual's best interest. ▪ The record consists of information about an individual who is deceased and the requester is the individual's next of kin or making the with the written consent of the individual's next of kin. ▪ The record consists of information about an individual who is or was an official of Money Doc and which relates to the position or functions of the individual, including, but not limited to the title, work address, work phone number, the classification, salary scale or remuneration and responsibilities of the position heled or services performed by the individual and the name of the individual on a record prepare by the individual in the course of employment.
B: Mandatory Protection of Commercial Information of a Third Party

Grounds for Refusal

- The record consists of information that contains trade secrets of a third party.
- The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party.

  The record consists of information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations or to prejudice that third party in commercial competition.

No Grounds for Refusal

- The record consists of information about a third party who has consented who has already consented in writing to its disclosure to the requester concerned.
- The record consists of information about the results of any product or environmental testing or other investigation supplied by a third party or the results of any such testing or investigation carried out by or on behalf of a third party and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

C: Mandatory Protection of certain Confidential Information of a Third Party

Grounds for Refusal

- The record consists of information the disclosure of which would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.

D: Mandatory Protection of Safety of Individuals and Protection of Property

Grounds for Refusal

- The record consists of information that if disclosed could reasonably be expected to endanger the life or physical safety of an individual.
- The record consists of information that if disclosed would likely prejudice or impair the security of a building, a structure or system, a computer or communication system, a means of transport, any other property.
- The record consists of information that if disclosed would likely prejudice or impair the security of methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public, or the security of property.

E: Mandatory Protection of Records privileged from Production in Legal Proceedings

Grounds for Refusal

- The record consists of information privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.

F: Commercial Information of Money Doc

Grounds for Refusal

- The record consists of information that contains trade secrets of Money Doc.
- The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of Money Doc, the disclosure of which would likely cause harm to the commercial or financial interests of Money Doc.
- The record consists of information, the disclosure of which, could reasonably be expected to put Money Doc at a disadvantage in contractual or other negotiations or prejudice Money Doc in commercial competition.

  The record is a computer program as defined in section 1(1) of the Copyright Act (Act 98 of 1978), owned by Money Doc, except insofar as it is required to give access to a record to which access is granted in terms of PAIA.

No Grounds for Refusal

- The record consists of information about the results of any product or environmental testing or other investigation supplied by Money Doc or the results of any such testing or investigation carried out by or on behalf of Money Doc and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

G: Mandatory Protection of Research Information of a Third Party and Money Doc

Grounds for Refusal

- The record consists of information that contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research to serious disadvantage.
- The record consists of information that contains information about research being or to be carried out by or on behalf of Money Doc, the disclosure of which would be likely to expose Money Doc, a person that is or will be carrying out the research on behalf of Money Doc, or the subject matter of the research to serious disadvantage.

4 NOTICE

4.1 Fee payable

Where a request for access has been received the Information Officer and/or Deputy Information Officer will notify the requester of receipt and the prescribed fee (if any) that is payable prior to processing the request. Refer to Annexure F for a full breakdown of fees payable. Personal Requesters will not be charged a request fee.

The notice must state:

- The amount of the deposit payable (if any);
- That the requester may lodge a complaint with the Information Regulator or an application with a court against the tender or payment of the request fee, or the tender or payment of a deposit, as the case may be; and
- The procedure (including the period) for lodging the complaint with the Information Regulator or the application,

except to the extent that the provisions regarding third party notification may apply, the Information Officer and/or Deputy Information Officer to whom the request is made, must as soon as reasonably possible, but in any event within 30 days, after the request has been received in the prescribed format:

- Decide in accordance with PAIA whether to grant the request; and
- Notify the requester of the decision and, if the requester stated that he or she wishes to be informed of the decision in any other manner, inform him or her in that manner, if it is reasonably possible.

4.2 Granted request for access

If the request for access is **granted**, the notice must state:

- The access fee (if any) to be paid upon access;
- The form in which access will be given; and
- That the requester may lodge a complaint with the Information Regulator or an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or the application.

4.3 Refused request for access

If the request for access is **refused**, the notice must:

- State adequate reasons for the refusal, including the relevant provision of PAIA that was relied on;
- Exclude, from any such reasons, any reference to the content of the records'; and
- State that the requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or the application.

4.4 Undiscoverable record

Should all reasonable steps have been taken to find a record requested, and there are reasonable grounds for believing that the record:

- Is in Money Doc's possession, but cannot be found; or
- Simply does not exist,

the head of Money Doc must, by way of affidavit or affirmation, notify the requester that it is not possible to provide access to that record. The affidavit or affirmation must provide full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communication with every person who conducted the search on behalf of the head.

5 AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

- on Money Doc's website at www.moneydoc.africa;
- at Money Doc's head office, Ground Floor South Block, 26 Baker Street, Rosebank, Johannesburg, 2196, for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in Annexure F, shall be payable per each A4-size photocopy made.

ANNEXURE A : CONTACT DETAILS & BUSINESS TYPE

Postal address:	Ground Floor South Block, 26 Baker Street, Rosebank, Johannesburg, 2196
Street address:	Ground Floor South Block, 26 Baker Street, Rosebank, Johannesburg, 2196
Phone number:	+27 83 297 6535
Email address:	treasuryadmin@moneydoc.africa

B. Head of Money Doc (Information Officer)

Full names & surname:	Mark Sluzki
Email address:	Mark@moneydoc.africa
Phone number:	+27 83 297 6535

C. Deputy Information Officer

Email address:	treasuryadmin@moneydoc.africa

D. Business Type

Money Doc conducts its main type of business in the following sector(s):	
Finance & Business Services	X

ANNEXURE B : SECTION 10 PAIA GUIDE

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.

The Guide is available in each of the official languages and in braille.

The aforesaid Guide contains the description of-

- the objects of PAIA and POPIA;
- the postal and street address, phone and fax number and, if available, electronic mail address of-
  - the Information Officer of every public body, and
  - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA ;
- the manner and form of a request for-
  - access to a record of a public body contemplated in section 11 ; and
  - access to a record of a private body contemplated in section 50 ;
- the assistance available from the IO of a public body in terms of PAIA and POPIA;
- the assistance available from the Regulator in terms of PAIA and POPIA;
- all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - an internal appeal;
  - a complaint to the Regulator; and
  - an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92 .

Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

The Guide can also be obtained-

- upon request to the Information Officer;
- from the website of the Regulator (https://inforegulator.org.za).

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. Where a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures at the rates provided.

ANNEXURE C : STATUTORY RECORDS

Money Doc maintains statutory records and information in terms of the following legislation:

Basic Conditions of Employment Act	✓
Companies Act	✓
Compensation of Occupational Injuries & Diseases Act	✓
Consumer Protection Act	✓
Electronic Communications and Transactions Act	✓
Employment Equity Act	✓
Financial Advisory & Intermediary Services Act	✓
Financial Intelligence Centre Act	✓
Income Tax Act	✓
Labour Relations Act	✓
Occupational Health and Safety Act	✓
Prevention of Organised Crime Act	✓
Prevention and Combatting of Corrupt Activities Act	✓
Protection of Constitutional Democracy against Terrorist and related Activities Act	✓
Skills Development Act	✓
Unemployment Insurance Act	✓
Value Added Tax Act	✓
Currency and Exchanges Act (and Exchange Control Regulations)	✓
Financial Sector Regulation Act	✓
Protection of Personal Information Act	✓
Tax Administration Act	✓

ANNEXURE D : AVAILABILTY OF RECORDS

Money Doc maintains the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to who the record relates are set out below:

Category:	Record:	Availability:	Purpose:	Data Subject:
Regulatory & Administrative	Permits, Licences or Authorities (incl. FSP	Freely Available	Statutory Requirement	Money Doc
	Conflict of Interest Management Policy	Freely Available	Statutory Requirement	Money Doc
	Complaints Policy	Freely Available	Statutory Requirement	Money Doc
	Complaints Procedure	Freely Available	Statutory Requirement	Money Doc
	Treating Customers Fairly Policy	Freely Available	Statutory Requirement	Money Doc
	PAIA Manual	Freely Available	Statutory Requirement	Money Doc
	Risk Management and Compliance	PAIA Request	Statutory Requirement	Money Doc
	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Money Doc
	Internal correspondence (e-mails/memos)	PAIA Request	Internal Communications	Employees
	Insurance Policies held by organisation	PAIA Request	Risk Management	Money Doc
Financial	Financial Statements	PAIA Request	Internal Referencing	Money Doc
	Financial and Tax Records	PAIA Request	Statutory Requirement	Money Doc
	Asset Register	PAIA Request	Internal Referencing	Money Doc
	Management Accounts and Reports	PAIA Request	Internal Referencing	Money Doc
	Banking Records and Statements	PAIA Request	Internal Referencing	Money Doc
	Electronic Banking Records	PAIA Request	Internal Referencing	Money Doc
Marketing	Product Brochures	PAIA Request	Internal Referencing	Money Doc
	Advertisements	PAIA Request	Internal Referencing	Money Doc
Client Customer	Customer / Client Database	PAIA Request	Internal Referencing	Customers
	Customer / Client agreements	PAIA Request	Internal Referencing	Customers
	Customer / Client Files	PAIA Request	Internal Referencing	Customers
	Customer / Client Instructions	PAIA Request	Internal Communications	Customers
	Customer / Client Correspondence	PAIA Request	External Communications	Customers
	Client due diligence (FICA / KYC) records	PAIA Request	Statutory Requirement	Customers
	Transaction, mandate and exchange	PAIA Request	Statutory Requirement	Customers
Third Party	Rental agreements	PAIA Request	Contractual Agreement	Third Party
	Non-disclosure agreements	PAIA Request	Risk Management	Third Party
	Letters of Intent	PAIA Request	Contractual Agreement	Third Party
	Supplier Contracts	PAIA Request	Contractual Agreement	Third Party
	Agreements with authorised dealers,	PAIA Request	Contractual Agreement	Third Party

ANNEXURE E: REQUEST FOR ACCESS TO RECORD

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

_____
_____
_____
_____
(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel.:		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				
Street Address				
E-mail Address				

Contact Numbers	Tel.		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS
*(Mark the applicable box with an "**X**")*

Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	

Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at_____this_____day of_____20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

Reference number:	
Request received by: (Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

ANNEXURE F: PRESCRIBED FEES

The following applies to requests (other than personal requests):

- A requester is required to pay a preliminary request fee before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), an additional deposit shall be paid (of not more than one third of the access fee which would be payable if the request was granted).
- A requestor may lodge an application with a court against the render / payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.

No.	Description	Fee
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00
3.	Printed copy of an A4 size page	R2.00
4.	For a copy in a computer-readable form on:	
	i. Flash drive (to be provided by requester)	R40.00
	ii. Compact disc:	
	- If provided by requestor	R40.00
	- If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	i. Flash drive (to be provided by requester)	R40.00
	ii. Compact disc:	
	- If provided by requestor	R40.00
	- If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request ito items 2-8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.".

ANNEXURE G: PROCESSING OF PERSONAL INFORMATION

1. Purpose of Processing Personal Information

Money Doc processes personal information to: establish and verify the identity of clients and related parties and conduct client due diligence as required by the Financial Intelligence Centre Act; render financial and treasury outsourcing services, including facilitating cross-border payments and foreign exchange transactions with authorised dealers on behalf of clients; comply with exchange control, FAIS, tax and other regulatory reporting and record-keeping obligations; manage client relationships, complaints and conflicts of interest; manage employees and service providers; and protect Money Doc's legitimate interests.

2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Money Doc processes personal information of the following categories of data subjects:

Categories of Data Subjects	Personal Information that may be processed
Clients (individuals)	names, identity or passport numbers, contact details, residential address, tax numbers, bank account details, source of funds / wealth, transaction history and FICA documents
Clients (juristic persons) and their directors, shareholders, beneficial owners and authorised signatories	entity name, registration and VAT numbers, addresses, ownership structure, and the identity, contact and address details of related natural persons
Service providers, counterparties and introducers	names, registration and VAT numbers, contact details, addresses, bank account details and contractual information

3. The recipients or categories of recipients to whom the personal information may be supplied

Money Doc may supply personal information to the following recipients, where required by law or necessary to render its services:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Client identity, transaction and supporting documentation, to conclude and settle foreign exchange transactions	Authorised dealers (banks) and other counterparties
Cross-border transaction information, for exchange control reporting	South African Reserve Bank (Financial Surveillance Department), via authorised dealers
Client and transaction information, for regulatory reporting	Financial Intelligence Centre, Financial Sector Conduct Authority
Tax and payroll information	South African Revenue Service
Records required for audit, compliance and legal purposes	Auditors, compliance officers and legal advisers

4. Planned transborder flows of personal information

Yes. Because Money Doc facilitates cross-border payments, personal information may be transferred to banks, payment and settlement partners and counterparties outside South Africa to the extent necessary to execute client instructions. Such transfers take place in accordance with section 72 of POPIA.

5. **General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Money Doc implements appropriate, reasonable technical and organisational measures to protect personal information, including access controls and user authentication, encryption where appropriate, anti-virus and anti-malware software, secure backups, confidentiality undertakings from employees and service providers, and operator agreements with third parties who process personal information on its behalf.

ANNEXURE H: OUTCOME OF REQUEST AND OF FEES PAYABLE

Note:

1. *If your request is granted the—*
   (a) amount of the deposit, (if any), is payable before your request is processed; and
   (b) requested record/portion of the record will only be released once proof of full payment isreceived.
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO:

_____
_____
_____

Your request dated_____, refers.

1. You requested:

Personal inspection of information at registered address of private body *(including listening to recorded words, information which can be reproduced in sound, or information heldon computer or in an electronic or machine-readable form)* is free of charge. You are requiredto make an appointment for the inspection of the information and to bring this Form with you. Ifyou then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:
Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at_____this_____day of_____20 _____

_____
Information Officer