



Digital Forensics South Africa

Digital Forensics South Africa NPC 2024/531682/08

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

INFORMATION MANUAL OF: Digital Forensics South Africa NPC

("The Company")

(Compiled in terms of section 51 of the Promotion of Access to Information Act, Act No. 2 of 2000)

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| DOCUMENT TITLE | DFSA PAIA MANUAL |
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1. DEFINITIONS AND INTERPRETATION

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely-

“Act” or “PAIA” means the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), as amended as well as Regulations

“Consent” means any voluntary, specific and informed expression agreeing to the Processing of Personal Information

“Constitution” means the Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996)

“Data subject” means the Person to whom the Personal Information relates, including a Third Party

“Fee” includes Access fee or request fee and means a fee prescribed in terms of section 54 of PAIA and Part III of the Regulations for the purposes of access and reproduction

“Guide” means the [Guide](#) contemplated in section 10 of the Act published and made available in terms of Regulation 2 of the Regulations

“Manual” means this Manual, compiled and published in terms of Section 51 of the Act and Regulation 9, also referred to as the Information Manual.

“Personal Information” means information as defined in the [Protection of Personal Information Act 4 of 2013](#) **“POPI” or “POPIA”**

“Personal Requester” means a Requester seeking access to a Record containing Personal Information about the Requester himself/herself

“PAJA” means the Promotion of Administrative Justice Act (Act No. 3 of 2000) as amended

“Processing” means any operational activity or any set of operations, whether or not by automatic means, concerning Personal Information as defined in **“POPI”**

“Record” means any recorded information, regardless of form or medium, including written, electronic information, label, marketing, image, film, map, graph, drawing or tape which is in the possession or under the control of the Company, irrespective of whether it was created by the Company and regardless of when it came into existence

“Regulations” means the Regulations relating to the Promotion of Access to Information, 2021 published in Government Gazette No. 45057 dated 07 August 2021

“Regulator” means Information Regulator

“Request” means a request for access to a Record or information of the Company

“Requester” requesters and personal requesters means any Person, including a Public Body or an Official thereof, making a Request for access to a Record of the Company, including any Person acting on behalf of that Person or a **“Requestor”**

“writing” will include electronic format

2. PURPOSE OF THIS MANUAL

2.1. DFSA is committed to the observance of and compliance with the directives of the South African Constitution and national legislation which endorse the key principles of good corporate governance, transparency and accountability.

2.2. The Promotion of Access to Information Act No. 2 of 2000 (PAIA) gives effect to section 32 of the Constitution regarding the right to access information.

- 2.3. Section 51 of PAIA obliges private bodies (including DFSA) to compile a manual to promote access to information held by such a private body and give guidance on the process to access records of the body.
- 2.4. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information.
- 2.5. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.
- 2.6. This manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.
- 2.7. **This Manual** must be read in conjunction with the **Guide**.

3. KEY CONTACT DETAILS

3.1. Chief Information Officer/ CEO

Name: Prof Danny Myburgh
Tel: 0827812078
Email: DannyM@dfsa.org.za/ info@dfsa.org.za

3.2. Deputy Information Officer

Name: Ilse Grobler
Tel: **0825753261**
Email: IlseG@dfsa.org.za

3.3. Access to information general contacts

Email: info@dfsa.org.za

Postal Address: Unit 2 Innovation Hub, Allan Cormack St, Persequor, Pretoria

Physical Address: Unit 2 Innovation Hub, Allan Cormack St, Persequor, Pretoria

Telephone: 0825753261

Email: info@dfsa.org.za

3.4. Website: www.dfsa.org.za

4. LEGAL STATUS AND APPLICATION OF LAW

- 4.1. This Act applies to the exclusion of any provision of other legislation and that prohibits or restricts the disclosure of a record of a public body or private body and is materially inconsistent with an object or specific provision of this Act (section 4).
- 4.2. Nothing in this Manual prevents the Company from providing access to Personal Information or Records in the possession of the Company in a manner which is materially less onerous in terms of any legislation other than provided for in this Manual or in the Act.
- 4.3. The Act and this Manual do not apply to Personal Information requested for criminal or civil proceedings.
- 4.4. When considering protection of Personal Information, the provisions of POPIA shall be applied. If other legislation provides for more extensive conditions for processing Personal Information, such other legislation shall prevail.
- 4.5. No provision in this Manual creates a right, interest or legitimate expectation to be provided with any Record or Personal Information.
- 4.6. Each Request for access shall be considered on merit and shall not be refused without good reason.
- 4.7. The provisions of the Electronic Communications and Transactions Act, 2002, are applicable to all forms, records, documents or any information which is electronically communicated.

5. AVAILABILITY OF THIS MANUAL

- 5.1. This Manual as well as the Guide shall be available:
 - 5.1.1. on the Company's website (www.dfsa.org.za),

- 5.1.2. at the Head Office or main place of business (see par 3 above).
- 5.1.3. from the Information Officer of the Company (see par 3 above).
- 5.2. Members of the public can inspect or make copies of the Manual from the offices of the Company during normal working hours after payment of a reasonable prescribed fee.

6. GUIDE - SECTION 10 OF THE ACT

- 6.1. The Information Regulator has compiled a Guide to the Act to assist members of the public as well as private and Public Bodies to access information and Records more effectively.
- 6.2. This Guide can be obtained from the Information Officer as per paragraph 3 above or the information regulator at <https://www.justice.gov.za/inforeg/>.
- 6.3. The Guide is available from the regulator in each of the official languages and in braille.

7. NATURE OF BUSINESS AND BUSINESS ACTIVITIES

- 7.1. The DFSA aim to bolster the rule of law in South Africa by enhancing the capabilities of prosecuting and investigating serious Corruption, Commercial Crime, and Money Laundering by operating a world-class, independent digital forensic facility.
- 7.2. The Company was incorporated for the sole purpose of supporting public entities to prevent, detect, investigate or prosecute offences in the course of criminal proceedings/ litigation.
- 7.3. Accordingly, its core function is to collect, receive and process data in the course of litigation on behalf of a public body whose core function it is to prevent, detect, investigate or offences in the course of criminal proceedings/ litigation.

8. CONSTITUTION OF THE COMPANY

- 8.1. The Company's MOI (Memorandum of Incorporation) is available from the CIPC.
- 8.2. The Company utilises the standard MOI provided by CIPC.
- 8.3. The Company has not adopted any additional rules to the MOI.

9. PROCEDURE TO ACCESS RECORDS

- 9.1. A Requestor should first consider whether the information required is held by DFSA or if they are the records of another public body or private body on whose behalf DFSA holds the records.
 - 9.1.1. If the requestor is aware that it is held on behalf of a third party, in the interest of time, direct your request to that party.
- 9.2. Any request for records must be in writing on the prescribed form as per **Annexure (Form 2- Regulation 7)**
 - 9.2.1. The form must be duly completed and signed and forwarded to the Information Officer specified in Par 3.
 - 9.2.2. The detailed instructions on the form must be carefully read and followed.
 - 9.2.3. The requestor may request assistance from the Information Officer.
 - 9.2.4. The requestor will be required to provide a full description of the record as is known to them at the time. The Requestor should also indicate the form of access required – e.g. if the record is in a written format, indicate whether a copy of the record is required, or merely to inspect it, or whether the record may be submitted in electronic format.
 - 9.2.5. The Information Officer may refer the Request back to the Requester if the incorrect form is used, information is incomplete or information required to make a determination in terms of the Act, or the Manual is lacking.

- 9.2.6. A Request or prescribed form referred back to the Requester shall be processed within seven (7) days of receipt of a Request.
- 9.2.7. If the Request is made on behalf of another Person, a mandate to act on their behalf must be attached to the request.
- 9.3. Access shall be granted in writing or in any reasonable manner as requested by the Requester.
- 9.4. The Requester will be advised of the outcome as soon as practically possible, but not later than 30 days, of a decision to grant or refuse access:
 - 9.4.1. If the Request for access is granted, the notice in terms of paragraph 9.3 above must state the following –
 - 9.4.1.1. the Access fee (if any) to be paid upon access.
 - 9.4.1.2. the form in which access shall be given; and
 - 9.4.1.3. that the Requester may lodge an application with a Court to object to the Access fee to be paid or the form of access granted.
 - 9.4.2. If the Request for access is refused, the notice in terms of paragraph 9.4 above must –
 - 9.4.2.1. state adequate reasons for the refusal, including the provisions of the Act and this Manual on which such refusal is based.
 - 9.4.2.2. exclude any reference to the content of the Record; and
 - 9.4.2.3. inform the Requester of the right to lodge an application with a Court to object to the refusal of the Request or may apply for any other remedies available to the Requester.

- 9.5. The Information Officer may extend the period of 30 days referred to in paragraph 9.4 once (referred to as the “original period”) for a further period of not more than 30 days, if –
- 9.5.1. the Request is for a large number of Records or requires a search through a large number of Records and if compliance with the original period would unreasonably interfere with the activities of the Company concerned; and/or
 - 9.5.2. The information is not available at the premises of the Information officer; and/or
 - 9.5.3. the Requester consents in writing to such extension.
- 9.6. If a period is extended in terms of paragraph 9.4 above, the Official must, as soon as reasonably possible, but in any event within 30 days after the Request is received, notify the Requester of such extension, the period of the extension and the reasons for the extension.
- 9.6.1. The notice must state –
 - 9.6.1.1. the period of extension;
 - 9.6.1.2. adequate reasons for the extension, including the provisions of the Act and this Manual that are relied upon; and
 - 9.6.1.3. that the Requester may lodge an application with a Court against the extension.
- 9.7. **Deletion or Correction**
- 9.7.1. A data subject may in terms of section 24 request deletion or correction of
 - 9.7.1.1. data that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained;
 - 9.7.1.2. or they are no longer authorised to retain;
 - 9.7.1.3. and the data is under the control of the company

- 9.7.2. The Information officer must respond within a reasonable time to such a request and:
 - 9.7.2.1. Correct the information;
 - 9.7.2.2. Destroy or delete the information
 - 9.7.2.3. provide the data subject, to his or her satisfaction, with credible evidence in support of the information
- 9.7.3. If the updated personal information affects decisions that have been made or will be made about the person, the organization must, if reasonably possible, let everyone who received the original information know about the changes.
- 9.7.4. The Information Officer will confirm the existence of the data and certify the correction/ deletion as the case may be unless:
 - 9.7.4.1. Credible evidence supports the existing information as correct, lawfully obtained or complete
 - 9.7.4.2. A lawful basis such as a legal obligation exist to retain the data
 - 9.7.4.3. The request is vague or without basis
 - 9.7.4.4. Where agreement cannot be reached between the responsible party and the data subject, and if the data subject so requests, a note must be added to the information to show a correction of the information has been requested but has not been made.
- 9.7.5. The Information officer must inform the data subject of the denial
- 9.7.6. The data subject may approach the Information regulator if there is further disagreement regarding the retention or deletion of the data
- 9.7.7. The Information officer will follow the data destruction policy of the company to permanently delete data.

9.8. **SEVERABILITY:**

9.8.1. If a Request is made for access to a Record of the Company containing information which may or must be refused, every part of the Record that does not contain such information, and where such information can reasonably be deleted, shall be disclosed.

10. **PRESCRIBED FEES**

10.1. The Minister by notice in the Government Gazette has prescribed fees payable for requests and access.

10.2. These fees include:

10.2.1. Request fees.

10.2.2. Access fees, once the request has been granted.

10.2.2.1. Access fees include:

- Cost of reproducing the record.
- Cost for time spent searching for the record.
- Cost of preparing the record for disclosure and includes making the record available in the preferred format.
- Cost of postage (if relevant).

10.3. The Information Officer will notify the Requester to pay the prescribed fee (if any) before further processing the Request. The prescribed fees as amended from time to time in terms of the Regulations.

10.4. The payment of fees shall not be applicable to a Personal Requester.

10.5. When it appears to the Information Officer that the preparation of the record will require more than the 6 (six) hours prescribed in the Regulations the requestor will be required to pay a deposit which shall not be more than one third of the Access fee that would be payable if the Request is granted.

10.6. The notice referred to in paragraph will state –

- 10.6.1. the amount of the deposit payable;
 - 10.6.2. that the Requester may lodge an application with a Court against the tender or payment of the Access fee.
- 10.7. If a request for access is refused, the Information Officer must repay the deposit.
- 10.8. The Information Officer may withhold a Record until the Requester concerned has paid the applicable fees (if any).

11. RECORDS THAT ARE LOST CANNOT BE FOUND OR DO NOT EXIST

- 11.1. In the event that –
- 11.1.1. all reasonable steps have been taken to find a Record requested; and
 - 11.1.2. there are reasonable grounds for believing that the Record
 - 11.1.2.1. is in the Company's possession but cannot be found;
 - or
 - 11.1.2.2. does not exist.
- 11.2. the Information Officer must, by way of affidavit or affirmation, notify the Requester that it is not possible to give access to that Record.
- 11.2.1. The affidavit or affirmation referred to above must give a 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 communications with every Person who conducted the search on behalf of the Information Officer.
- 11.3. If, after notice is given and the Record is found, the Requester must be given access to the Record unless access is refused on a ground for refusal contemplated in this Manual or the Act.

12. REFUSAL OR DEEMED REFUSAL OF REQUEST

- 12.1. If an Information Officer fails to make a decision within the 30-day period; or

- 12.2. If notice is given that the Record is lost or cannot be found or does not exist in terms of paragraph 11 above, it shall be deemed a refusal of a Request.
- 12.3. For all other instances, any written communication, be it on the prescribed form or not, refusing a Request for access shall constitute a refusal.

13. RIGHTS OF THIRD PARTIES

- 13.1. When a request relates to the record of a third party, the Information Officer shall take all reasonable steps to inform the Third Party to whom a requested Record relates of the Request.
- 13.2. The third party must be informed within 21 days after that Request is received.
- 13.3. The notice must include:
 - 13.3.1. The content of the Record requested;
 - 13.3.2. the name of the Requester;
 - 13.3.3. Describe the provisions of the Act and other legislation applicable to the Record as the case may be;
 - 13.3.4. in any case where the Information officer believes that the public interest rules apply, describe those provisions in the Act which might apply and the reasons why he or she is of the opinion that the rules might apply.

Representation and consent by Third Parties:

- 13.4. A Third Party that is informed in terms of paragraph 13 may, within 21 days after being informed –
 - 13.4.1. make representations in writing, orally or in person to the Information Officer why the Request should be refused; or
 - 13.4.2. give written consent for the disclosure of the Request to the Requester concerned.

- 13.5. A Third Party that obtains knowledge about a Request for access other than in terms of paragraph 13, may –
 - 13.5.1. make representations in writing, orally or in person to the Information Officer why the Request should be refused, or
 - 13.5.2. give written consent for the disclosure of the Request to the Requester concerned.
- 13.6. There is no internal appeal against the decision of the Information officer for DFSA.
- 13.7. Should the third party be dissatisfied with the outcome, they must be advised that relief must be sought by way of application to the Hight Court or a Magistrates court presided over by a designated magistrate within 30 days of being notified of the outcome.
- 13.8. Such an application must be:
 - 13.8.1. Supported by an affidavit setting out the facts and circumstances on which the applications are based.
 - 13.8.2. Accompanied by true copies of the documents on which they intend to rely.
 - 13.8.3. Addressed and delivered to the clerk of the court as well as the Information Officer of DFSA.
 - 13.8.4. The rules of evidence in civil proceedings will apply.
 - 13.8.5. The court may amend, set aside or confirm the decision, direct the information officer to take specific action or refrain from taking action, grant an interdict and interim or specific relief or compensation.
- 13.9. A requestor that is not satisfied with the decision of the Information Officer must lodge and application with the Court within 30 days of receipt of the decision.
- 13.10. The Information Officer must make a decision on granting the access or not within 30 days after considering representations by the third party or not receiving any representations.

13.11. The Information Officer decides to grant the Request for access, he or she must give the Requester access to the Record concerned after the expiry of 30 days after written notice having been given, unless an application against the decision is lodged with a Court or any other remedy is utilised within that period.

14. PROCESSING OF PERSONAL INFORMATION

14.1. A Data Subject has the right to have Personal Information processed in accordance with the conditions for the lawful processing of Personal Information as referred to in Chapter 3 of POPIA, including the right –

- 14.1.1. to be notified that –
- 14.1.2. Personal Information about him, her or it is being collected as provided for in terms of section 18 of POPIA; or
- 14.1.3. Personal Information has been accessed or required by an unauthorised person as provided for in terms of section 22 of POPIA;
- 14.1.4. to established whether a Responsible Party holds Personal Information of that Data Subject and to request access to Personal Information as provided for in terms of section 23 of POPIA;
- 14.1.5. to request, where necessary, the correction, destruction or deletion of Personal Information as provided for in terms of section 24 of POPIA;
- 14.1.6. to object, on reasonable grounds relating to particular situation to the processing of Personal Information as provided for in terms of section 11(3)(a) of POPIA;
- 14.1.7. to object to the processing of Personal Information –
- 14.1.8. at any time for purposes of direct marketing in terms of section 11(3)(b) of POPIA; or

- 14.1.9. in terms of section 69(3)(c) of POPIA, not to have Personal Information processed for purposes of direct marketing by means of unsolicited electronic communications except as referred to in section 69(1) of POPIA;
 - 14.1.10. not to be subject, under certain circumstances, to a decision which is based solely on the basis of the automated processing of Personal Information intended to provide a profile of such person as provided for in terms of section 71 of POPIA;
 - 14.1.11. to submit a complaint to the Regulator regarding the alleged interference with the Protection of Personal Information of any data subject or to submit a complaint to the Information Regulator in respect of a determination of an adjudicator as provided for in terms of section 74 of POPIA; and
 - 14.1.12. to institute civil proceedings regarding the alleged interference with the protection of Personal Information as provided for in section 99 of POPIA.
- 14.2. A Request for Personal Information shall only be processed in terms of the Act and POPIA if –
- 14.2.1. the Data Subject consents to such processing;
 - 14.2.2. processing is necessary for the conclusion or execution of a contract to which the Data Subject is a Party;
 - 14.2.3. there is a legal obligation to proceed with processing;
 - 14.2.4. processing is required to protect the legitimate interests of the Data Subject;
 - 14.2.5. processing is necessary for a Public Body to perform a public law duty; or
 - 14.2.6. processing is necessary for the pursuit of legitimate interests of the Company;
 - 14.2.7. for a purely personal or household activity;

- 14.2.8. by or on behalf of a Public Body if –
 - 14.2.8.1. national security is involved; or
 - 14.2.8.2. the purpose is to prevent, detect or investigate offences or to obtain proof of offences.
- 14.2.9. solely for the purpose of literary or artistic expression, to the extent that the right to privacy is balanced with the right to freedom of expression;
- 14.2.10. by Cabinet, its committees and the Executive Council of provinces;
 - 14.2.10.1. when the Information Regulator grants any exemptions or authorisations in terms of Section 37 or 57 of POPIA;
- 14.2.11. mandatory disclosure is in the public interest, such as the following –
 - 14.2.11.1. the disclosure of the Record would reveal evidence of –
 - 14.2.11.2. a substantial contravention of, or failure to comply with, the law; or
 - 14.2.11.3. imminent and serious public safety or environmental risk; and
 - 14.2.11.4. the public interest in the disclosure of the Record clearly outweighing the harm contemplated in the provision in question.

15. REFUSAL OF REQUEST FOR ACCESS TO A RECORD IN TERMS OF OTHER LEGISLATION

MANDATORY

- 15.1. Certain information may be protected subject to an obligation of confidentiality by virtue of office, employment, profession or legal provision, or established by a written agreement.

- 15.2. A Request may be refused in the circumstances provided for in other legislation or as contemplated in POPIA and includes:
- 15.2.1. Protection of the privacy of a third party
 - 15.2.2. The Information Officer is obliged to refuse a request for access to a record that contains financial, commercial, scientific or technical information of a third party, if disclosing that record would be likely to cause harm to the commercial or financial interests of that third party. Additionally, if the information in the record requested was supplied in confidence by the third party, and would be likely to put that third party at a disadvantage in contractual or other negotiations, or prejudice that third party in commercial competition, the Information Officer must refuse the request.
 - 15.2.3. breach of a duty of confidence owed to a third party in terms of an agreement, the Information Officer must refuse a request for access to that record.
 - 15.2.4. The Information Officer must refuse access to records that are privileged in legal proceedings, such as records that enjoy legal professional privilege.
 - 15.2.5. The Act does not apply to a Record of a Public Body or Private Body if –
 - 15.2.6. that Record is requested for the purpose of criminal or civil proceedings;
 - 15.2.7. requested after the commencement of such criminal or civil proceedings, as the case may be; and
- 15.3. the production of or access to the Record for the purpose referred to is provided for in any other legislation.
- 15.4. The Company may refuse a Request for access to a Record which is in its possession without the consent of a Data Subject.

- 15.5. The processing of any Personal Information will have to be stopped or suspended in the event of an enforcement notice issued by the Information Regulator.
- 15.6. A Request for access will also be refused should the Requester not be able to establish locus standi in terms of the Act or convince the Company of the right the Requester wants to protect or exercise.
- 15.7. Should the Requester be a Public Body, it is only required to prove that it acts in the public interest.

DISCRETIONARY

- 15.8. In terms of Section 41(2) of the Act, a public body may refuse access to a record if the record is required to be held in confidence by an international agreement or customary international law.
- 15.9. A Manifestly frivolous or vexatious request may be refused.
- 15.10. In the case of a third party who gave consent.
- 15.11. information is already publicly available.
- 15.12. in the public interest.
- 15.13. Limited to an individual who is or was an official of a public body and which relates to the position or functions of the individual, including, but not limited to—
 - 15.13.1. the title, work phone number, work office number and other similar particulars of the individual;
 - 15.13.2. the classification, salary scale responsibilities of the position held, or responsibilities performed by the individual.

PROTECTED

- 15.14. The following categories of Records are by virtue of their sensitivity protected by the Act and POPIA. Special rules apply and various other laws also apply to these Records. For expedience and clarity, these Records are categorised under two main groups,

namely those related to natural people and those related to juristic persons such as Private Bodies:

- 15.14.1. Special Personal Information.
- 15.14.2. Research.
- 15.14.3. Sensitive commercial Records relating to trade secrets, etc.
- 15.14.4. Sensitive commercial Records relating to trade secrets, etc. of other Private Bodies (Third Parties or Data Subjects)
- 15.14.5. Records relating to the safety of individuals and protection of property.
- 15.14.6. Information protected subject to an obligation of confidentiality by virtue of office, employment, profession and privileged information or by agreement.

16. RECORDS HELD BY CONTRACTORS

- 16.1. A Record in the possession or under the control of the Company and forwarded or provided to any independent provider of goods and services (referred to as "Operators") is regarded as being a Record of the Company.
- 16.2. The Company engages the services of Attorneys; Accountants; Auditors; BEE Consultants, IT Consultants and Service Providers.
- 16.3. A Request for access of any of the Company's Records in the possession of the above-mentioned Operators must be directed to the Information Officer or dealt with in terms of Supply Agreements concluded between the Company and such Operators.

17. CLASSIFICATION AND CATEGORIES OF SENSITIVE AND PROTECTED RECORDS

CATEGORIES OF RECORDS OF THE DFSA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

| CATEGORY OF RECORDS | TYPE OF RECORD | AVAILABLE ON WEBSITE | AVAILABLE ON REQUEST |
|--|-----------------------|-----------------------------|-----------------------------|
| NA at present- newly created entity | | | |

CATEGORIES OF RECORDS OF THE DFSA WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

| CATEGORY OF RECORDS | APPLICABLE LEGISLATION |
|-----------------------------|--|
| Memorandum of incorporation | Companies Act 71 of 2008 (CIPC) |
| PAIA Manual | Promotion of access to Information Act (Information Officer/ Website) |
| Privacy Policy | Protection of Personal Information Act (Website) |
| | |

DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE DFSA

*Note that the records below may be refused in accordance with the provisions of The Act and any request which is made in terms of the Protection of Personal Information Act 4 of 2013, may or must, as the case may be, be refused in accordance with section 23(4)(a) thereof, if the grounds for refusal for access to records set out in the applicable sections of Chapter 4 of Part 3 of the Act apply.

| Subjects on which body holds records | Categories of records |
|--------------------------------------|--|
| Strategic Documents | Annual Reports, Strategic Plans |
| Human Resources | <p>Personnel Records:</p> <p>HR policies and Procedures Recruitment Payroll Contracts Staff establishment</p> <p>Company Records:</p> <p>Documents of Incorporation Meetings, minutes and agendas Contracts</p> <p>Financial Records</p> <p>Budget allocation Budget control and expenditure Procurement information Banking Records Bank Statements Assets Rental Agreements Invoices Levies (UIF/ Workman's Compensation)</p> <p>Information technology</p> <p>Service Agreements IT Security</p> <p>Other:</p> <p>Facilities records</p> <p>Client records:</p> <p>NA- newly created</p> |

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

| Category of Personal Information | Recipients or Categories of Recipients to whom the personal information may be supplied |
|--|--|
| Identity number and names, for criminal checks | South African Police Services |
| Qualifications, verifications for qualification | South African Qualifications Authority |
| Credit and payment history, for credit information | Credit Bureaus |

18. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

- 18.1. The Company may transmit or receive data transborder.
- 18.2. All such transmissions will be strictly in line with third party privacy requirements and Service Level Agreements with client.

19. SECURITY MEASURES TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

- 19.1. the company employs robust physical and technical organizational measures to secure data, including data backups, access control, encryption.
- 19.2. The measures also cover the safe storage and disposal of data, as well as periodic security audits and employee training.

20. UPDATING OF MANUAL

The Information Officer will regularly update the manual.