

# PAIA MANUAL

DONKIN FINANCIAL SERVICES CC  
REGISTRATION NO: CK1999/055202/23



**Donkin** | Financiële Dienste  
Financial Services  
*complete financial solutions*

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

*This PAIA Manual is effective from 01/12/2021*

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>“CEO”</b>	Chief Executive Officer
1.2	<b>“DIO”</b>	Deputy Information Officer;
1.3	<b>“IO“</b>	Information Officer;
1.4	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.5	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000( as Amended;
1.6	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.7	<b>“Regulator”</b>	Information Regulator; and
1.8	<b>“Republic”</b>	Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body 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 description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 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; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION**

#### 3.1. Chief Information Officer

Name: Jacques Bekker  
Tel: 041 364 0032  
Email: [jb@donkinfin.net](mailto:jb@donkinfin.net)  
Fax number: 041 364 1128

#### 3.2. Deputy Information Officer

Name: Wynand – Calvyn Ferreira  
Tel: 041 364 0032  
Email: [invest@donkinfin.net](mailto:invest@donkinfin.net)  
Fax Number: 041 364 1128

#### 3.3 Access to information general contacts

Email: [info@donkinfin.net](mailto:info@donkinfin.net)

### 3.4 National or Head Office

Postal Address: PO Box 7496  
Newton Park  
Port Elizabeth  
6055

Physical Address: 25 Warbler Street  
Cotswold  
Port Elizabeth  
6025

Telephone: 041 364 0032

Email: [info@donkinfin.net](mailto:info@donkinfin.net)

Website: Under Construction

## 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-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. 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-
    - 4.3.6.1. an internal appeal;
    - 4.3.6.2. a complaint to the Regulator; and
    - 4.3.6.3. 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;
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- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
  - 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 4.4. 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.
- 4.5. The Guide can also be obtained-
- 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 4.6.1 English and Afrikaans

## 5. CATEGORIES OF RECORDS HELD AT DONKIN FINANCIAL SERVICES

(This list is not exhaustive)

Category of records	Types of the Record	Available on Website	Available upon request
Client Records	Customer Database		X
	Client Communications(Electronic and telephonic)		X
	Client Records		X
	Banking Details		X
	FICA Documents		X
Financial Records	Annual Financial Statements		X
	Asset Register		X
	Bank Statements		X
	Financial & Accounting Records		X
	Tax Records		X
Employment Records	Disciplinary Code Record		X
	PAYE Records		X
	Employment Contracts		X
	Leave & Sick Records		X
	Organogram		X
	Performance Evaluation Records		X
Corporate Records	Registration Documents		X
	FSP Licence	Office readily available	X
Operational Records	Disaster Recovery Plan		X
	Internal Policies		X
	RMCP		X
	Training Registers		X
	PAIA	Office readily available	

**6. DESCRIPTION OF THE RECORDS OF DONKIN FINANCIAL SERVICES WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<b>Category of Records</b>	<b>Applicable Legislation</b>
CK Documents	Closed Corporations Act 69 of 1984
PAIA Manual	Promotion of Access to Information Act 2 of 2000

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD. (This list is not exhaustive)**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Strategic Documents, Plans, Proposals	Business Plan Workflow Chart Accounting Plan RMCP Plan Business Continuation Plan Disaster Recovery Plan Disciplinary and Debarment process Financial Recovery Plan
Finance	Annual Financial Statements TAX Records Bank Statements Financial Soundness Plan
HR	Employment Contracts Training Registers Leave & sick records Internal complaints



**8. PROTECTION OF PERSONAL INFORMATION (POPI ACT)  
PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

The table below contains the purpose and description for the processing of personal information by Donkin Financial Services including categories of data subjects and information relating thereto: (This list is not exhaustive)

<b>Categories of Data Subjects</b>	<b>Purpose of Processing of Personal Information</b>	<b>Personal Information that may be processed</b>
Members	Business Operations as a FSP	Full Names ID Numbers Physical and Postal Addresses Fit and Proper Records
Employees	Recruitment, training, and emergency purposes	Full Names ID Numbers Employment Contracts Remuneration Records Leave & Sick Records Disciplinary Information Next of kin information Emergency contacts Medical Aid details Contact details Banking details Tax Ref Numbers
Customers & Service Providers	Servicing clients' financial needs and carrying out business activities.	Full Names Identity No. Banking details Physical address Email and contact detail Tax reference numbers Job title Source of income Income information Health details Financial Portfolio

## **8.2 The recipients or categories of recipients to whom the personal information may be supplied**

Personal information may be supplied to the following categories of recipients, depending on the nature of data and the rights and authorities of the recipients:

- Statutory oversight bodies, regulators or judicial commissions making a request for data.
- Any court, statutory commission or ombudsman making a request for data.
- South African Revenue Services
- South African Police Services
- A contracted third party who requires this information to provide a service to a policyholder or any beneficiaries nominated by the policyholder.
- Consultants and Legal advisors.
- Masthead (Auditing purposes)
- Anyone in making a successful application for access in terms of PAIA.

## **8.3 Planned transborder flows of personal information**

Personal Information may at times be transferred to a foreign country or international companies where this is necessary for reasons including the provision and administration of services (including cloud services), and communication with data subjects (including where a data subject sends information to Donkin Financial Services from an email service provider that hosts servers in foreign countries or with international companies), in which case the level of protection afforded to the Personal Information by that third country or international organisation will be maintained at the same level of security that Donkin Financial Services is obliged to afford the data subject, in accordance with the provisions of POPIA.

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

Donkin Financial Services takes appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of Personal Information in its possession or under its control, to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or processing thereof. Donkin Financial Services has established and maintains appropriate safeguards against identified risks relating to Personal Information such as:

- Antivirus and malware protection,
- Physical security measures at offices – Cameras-alarm-gates

## **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 head office of Donkin Financial Services for public inspection during normal business hours;

9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.3 to the Information Regulator upon request.

9.2 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. FORM AND PROCESS TO REQUEST ACCESS TO INFORMATION**

To facilitate the processing of your request, kindly use the prescribed form provided in Annexure 1. (FORM 2)

- Address your request to the Information Officer at the details provided in this manual.
- The following requirements must be met in order for your request to be attended to:
  1. The prescribed access request form must be fully completed. Where a question or comment is not applicable an explanation must be provided or “n/a” must be inserted;
  2. Proof of identity (certified copy of identity document, passport or driver’s license) must be submitted with the request in order to authenticate the identity of the Requester.
  3. The access request form must be completed with enough detail for the Chief Information Officer to be able to identify:
    - The record(s) requested. Enough information about the record to make it reasonably easy to identify must be provided. Where additional documents are used to detail the request each additional page must be signed and attached to the request form;
    - The Requester (and if an agent is lodging the request, proof of capacity);
    - The form of access required;
    - The postal address, fax number or email of the Requester in the Republic;
    - If the Requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
    - The right which the Requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
    - When a request is made on behalf of someone else, proof of the capacity in which the person making the request must be provide (known as the authorised person);

## PRESCRIBED FEES

### Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc <ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>	R40.00 R40.00 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 calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."

**Issued by**

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**Jacques Bekker**

**Member/Chief Information Officer**