
**FINANCIAL MIND (PTY) LTD ACCESS TO
INFORMATION MANUAL**

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Effective from 31 December 2021

FINANCIAL MIND (Pty) Limited (herewith “Financial Mind”, the “Company” or “We”) is incorporated under the laws of South Africa and is registered by the Companies and Intellectual Property Commission with registration number XXXXXX. FINANCIAL MIND respects the right of access to information and this manual will help you (the requester of information) to exercise that right and help you know how you may get access to our records.

The Promotion to Access of Information Act 2 of 2000 known as PAIA (<https://www.gov.za/documents/promotionaccess-information-act>) requires us to draft and make this PAIA manual available to you.

This Manual has been prepared for the following purposes:

- Make clear what types of information we have.
- How to request access to it.

1. Introduction

In accordance with Section 51(1) of PAIA the Information Officer of the Company is obliged to compile a manual that contains information on the records it holds. You can find information about us and our activities by asking us for this information.

2. Details

Information Officer

Name: Peet Serfontein

Phone: (+27) 823388330

Email: admin@financialmind.college

Company

Email: admin@financialmind.college

Phone: (+27) 823388330

Any other Company's details are available on request.

3. Further guidance from the Information Regulator

For further guidance, contact the Information Regulator. They have compiled a PAIA guide in each official language of South Africa on how to exercise your rights under PAIA.

Visit their website	https://www.justice.gov.za/inforeg/index.html
Postal address	PO Box 3153, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Phone number	010 023 5200
Ask a general enquiry by email	PAIAComplaints@inforegulator.org.za
Lodge a complaint by email	PAIAComplaints@inforegulator.org.za

Support enquiries can be sent to: Registration.IO@inforegulator.org.za

4. Records on request

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them:

- Establishment records
- Business records
- Financial records
- Tax records
- Personal records
- Agreements or contracts
- Regulatory documents
- Customer's information

We hold records that are required by Section 52 of the Promotion to Access of Information Act 2 of 2000. Please ask our Information Officer for details.

5. Access request

We have appointed our Information Officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please contact FINANCIAL MIND at admin@financialmind.college to request a request form or lodge an enquiry.

Please submit the completed form (together with the relevant request fee) to our Information Officer's email address.

Please ensure that the completed form:

- has enough information for the Information Officer to identify you, the requested records, and the form of access you require,
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

6. Access

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

7. Fees

7.1 Request fees

When submitting your request, you must pay us a request fee as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from the Information Officer upon your request, setting out the application procedure.

7.2 Access fees

If we grant the request, you will have to pay us a further access fee. The law prescribes that the request includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our Information Officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee. The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

8. Grounds to refuse access

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy,

- another company's commercial information,
- someone else's confidential information,
- research information,
- the safety of individuals and property, or
- records privileged from production in legal proceedings.

9. Decision on giving access

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

10. Available remedies

If we deny your request for access, you may:

- apply to a court with appropriate jurisdiction, or
- complain to the Information Regulator, for the necessary relief within 180 calendar days of us notifying you of our decision.

11. Protection of personal information

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

12. Availability of this Manual

This manual is available in English in electronic format as per request.

13. Updates

This manual will be updated whenever material changes are made to it.