

THE PROMOTION OF ACCESS TO INFORMATION [PAIA MANUAL]

Document Title	PAIA Manual/Guide
Company	DTB WEALTH
Date Issued	1 February 2026 Version 2.6
Published By	

Prepared in accordance with Section 51 of the Promotion of Access to Information act 2 of 2000 (“the Act”)
Introduction:

DTB Wealth conducts business as financial planners. We are an Authorized Financial Services Provider in terms of the Financial Advisory and Intermediary Service Act. Our license number is 3596

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 “CEO” Chief Executive Officer
- 1.2 “DIO” Deputy Information Officer;
- 1.3 “IO” Information Officer;
- 1.4 “Minister” Minister of Justice and Correctional Services;
- 1.5 “PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended);
- 1.6 “POPIA” Protection of Personal Information Act No.4 of 2013;
- 1.7 “Regulator” Information Regulator; and
- 1.8 “Republic” 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;
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

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

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DTB WEALTH

3.1. Chief Information Officer

Name: Erna van Loggerenberg
Tel: 011 033 3400
Email: erna@dtbwealth.co.za

3.3 Access to information general contacts

Email: info@dtbwealth.co.za

3.4 National or Head Office

Postal Address: PO Box, 41570, Craighall, 2024

Physical Address: Commerce Square, 39
Rivonia Rd, Sandhurst, JHB, 2196
Telephone: 011 033 3400

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.

4.3.6.2. 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;

4.3.7. 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;

4.3.8. the provisions of sections 15 and 52 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 and 54 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92

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.

4.2. The Guide is available in English.

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

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; and

4.3.3.2. access to a record of a private body contemplated in section 50;

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;

4.5. The guide can also be obtained-

4.5.1. upon request to the Information Officer;

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

Category and Types of records

Licensing www.fsca.co.za

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which the body holds records

Finance Reports	Submission of Annual
Human Resources	HR policies and procedures

6. DESCRIPTION OF THE RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

NB: Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
CIPC Registration	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act
PoPIA Privacy	Protection of Personal Information Act

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

We collect and process personal information mainly to provide our clients with access to the services and products of the providers with whom we have contractual agreements in place and to help us improve our services to our clients. The type of information we collect may depend on the need for which it is collected and will be processed for that specific purpose only. Where possible, we will inform the client what information is required to be provided to us and what information is optional.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers/identity numbers, operational policies, BEE
Service Providers	names, registration number, vat numbers, address, bank details
Employees	address, qualifications, gender and race

8.3 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
Identity number and names, for criminal checks	South African Police Services /FSCA
Qualifications, for qualification verifications	South African Qualifications Authority/FSCA

8.4 Planned transborder flows of personal information

We will not transfer any personal information collected from you outside the borders of South Africa. In the event that we transfer or store your personal information outside South Africa, we will take all steps reasonably necessary to ensure that the third party who receives your personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection.

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

The security, integrity and confidentiality of your personal information in our possession or under our control is undertaken to prevent loss of, damage to or unauthorised destruction of your personal information; and unlawful access to or processing of your personal information.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

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

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in the Regulations, shall be payable per each A4-size photocopy made. A non-refundable request fee of R140 may be charged before processing a request, unless the requester seeks their own personal information.

Copy per A4 Page	R1.10 per page
Printing per A4 page	R0.75 per page
Copy of visual image	R60.00 per image
Search and preparation of record	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation

10. UPDATING OF THE MANUAL

The manual will on a regular basis be updated.

11. FORMS

Form 01 Request for a guide form the Regulator [Regulation 2]

Form 01 Request for a copy of the guide form the Information Officer [Regulation 3]

Form 02 Request for access to record [Regulation 7]

Form 03 Outcome of request and fees payable [Regulation 8]

Form 04 Internal Appeal Form [Regulation 9]

Form 05 Complaints Form [Regulation 10]

Form 13 PAIA Request for compliance assessment [Regulation 14(1)]