

**Dyversity Wealth Partners (Pty) Ltd****PAIA Manual****Effective Date: 5<sup>th</sup> December 2025****1. Introduction**

This document has been compiled to assist you in exercising your right to request information in terms of section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA). It will assist you by informing you of the documents we keep and what you can request.

The purpose of this manual is to outline:

- a non-exhaustive list of the type and category of records we hold without having to submit a formal PAIA request
- the process to submit a request for information
- grounds for refusal of access to information
- a description of records which are available in accordance with other legislations
- relevant contact details of our Information Officer
- description of the guide on how to use PAIA as updated by the Regulator and how to access it, and the processing of personal information in terms of the Protection of Personal Information Act.

**2. Contact details for Access to Information**

Our details are:

**Company Name:** Dyversity Wealth Partners (Pty) Ltd

**Registration Number:** 2023/266245/07

**Physical address:** Protea Place, cnr Protea Road and Dreyer Street, Claremont, 7708

**Information Officer:** Carol Amanda Anne Axten

**Information Officer email address:** [carolaxten@dyversity.co.za](mailto:carolaxten@dyversity.co.za)

**Contact number:** 021 3008943

Before you make contact, it is important to decide whether you wish to request access to information regarding your personal information which will not require the formal PAIA request process.

Alternatively, are you requesting information belonging to another person or any other record that is not classified as personal information, in which this PAIA process must be referred to.

### 3. The Information Regulator’s PAIA Guide

This guide can be found on the Regulator’s website at:

[https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English\\_20210905.pdf](https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf).

Any questions or queries relating to the guide can be addressed to the Information Regulator at:

Woodmead North Office Park

54 Maxwell Drive

Woodmead

Johannesburg, 2191.

Phone: 010 023 5200

Email: [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za)

### 4. Categories of records readily available

The following is a non-exhaustive list of the type or category of digital records which we hold without having to submit a formal PAIA request:

1. Certain company records which are available at the CIPC
2. Our Privacy statement which is on our website
3. Product and service information of the various authorised institutions with whom we work, as these fact sheets are available in the public domain on their respective websites

### 5. Categories of records not readily available

#### Business Operational Records

These documents have economic value to us and requests for information will be dealt with on a case-by-case basis. Just because the document exists does not mean that access to it will be granted.

<b>Governance/Management</b>	<b>Document Description</b>
	Governance reports and meeting minutes
	Legal records not in the public domain
	Organisational structure
	Internal policies and procedures

<b>Human Resources</b>	<b>Document Description</b>
	Employment contracts, performance and salary records
	List of employees and their onboarding information
	Employee training schedules and disciplinary records
	Employee policies and procedures
	Employee correspondence, job application details and education
	Other statutory records (leave, tax, UIF)

<b>Clients</b>	<b>Document Description</b>
	Client personal information onboarding and pre-screening
	Client records (mandates and applications)
	Client correspondence and proposals
	Transaction and activity records
	Client reviews and statements
Client tax correspondence	

<b>Financial and Accounting</b>	<b>Document Description</b>
	Annual and interim financial statements
	Tax returns & VAT returns
	Accounting records and management reports
	Banking records
	Debtor and creditor records
Asset register	

<b>Third Party</b>	Third party supplier contracts and agreements and correspondence
	Regulator correspondence, license applications and related documents
	Third party associates and providers contract and related correspondence

Information relevant to statutory information as prescribed in the following legislation will be made available on through following the PAIA request process:

- Compensation of Occupational Injuries and Disease Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978 (as amended by Act 2 of 2002)
- Disaster Management Act 57 of 2002
- Electronic Communications and Transactions Act 25 of 2002
- Employment EQUITY Act 55 of 1998
- Employment Services Act 4 of 2014
- Exchange Control Amnesty and AMENDMENT Taxation Laws Act 12 of 2003
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1991
- Labour Relations Act 66 of 1995

- Long-term Insurance Act 52 of 1998
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organised Crime Act 121 of 1998
- Protection of Personal Information Act 4 of 2013
- Short-term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Value Added Tax Act 89 of 1991.

## 6. How to request access

Complete the hyperlinked **PRESCRIBED FORM 2** below.

Submit the completed form to DWP's Information Officer at the email address provided above.

The requestor must have provided sufficient proof of identity (and if doing it on behalf of someone else, the requestor must provide proof of capacity) and the requester must be able to request for free whether we hold information on them. Once this is confirmed they may have to then pay a fee to access the information as it may take a dedicated staff member's time and or third-party support to gather the information detracting from day-to-day operations.

You will be given access within a reasonable timeframe, at a pre-advised fee, in a reasonable manner and in a format or form that is generally understandable.

Payment must be received before any processing of the information is done.

We will process the request within 30 days unless there are special reasons why this cannot be done.

We will advise you within 30 days if we are going to decline the request for access to records. If we are going to require more time to access the records, we will ask for an extension within 30 days of receiving your request. This may be because it is a voluminous request or research must be conducted, or the information cannot be reasonably obtained within 30 days.

Refusal can be because of:

- mandatory protection of the privacy of a third party who is a natural person, which would involve unreasonable disclosure of their personal information
- mandatory protection of the commercial information of a third party, if the record contains:
  - trade secrets
  - financial commercial trade secrets of a third party which disclosure could cause harm to their commercial and financial interests

- Information disclosed in confidence by a third company to us, if it could put them at a disadvantage in contractual or other negotiations or prejudice that third party in commercial competition.
- mandatory protection of confidential information of a third party if its disclosure would constitute an action for breach of a duty of confidence arising from an agreement
- mandatory protection of the life or physical safety of individuals and the protection of property
- mandatory protection of records which would be regarded as privileged from production in legal proceedings
- the protection of our commercial information such as:
  - trade secrets
  - financial or commercial info other than trade secrets, the disclosure of which could cause harm to our finances or commercial interests
  - Information which is disclosed could be reasonably expected to put us at a disadvantage in contractual or other negotiations or prejudice us in commercial competitions.
- mandatory protection of our research information or a third party if its disclosure would expose us, the third party, the researcher or the subject matter of the research to serious disadvantage.
- Requests that are frivolous or vexatious or which unreasonably divert our staff from their day-to-day operational activities.

## 7. **Prescribed Fees**

- These fees have been published in the PAIA regulations of 2021 at [Regulation 2021 - Annexure B](#).

**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."

**8. Complaints**

Should you feel aggrieved by our response, you may lodge a complaint with the Information Regulator within 180 days of receiving our decision. The complaint must be filed in the format required by the Information Regulator which may be found on their website at: <https://infoeregulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>.

**PRESCRIBED FORM 2**

<https://infoeregulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

**A**

**AFFIDAVIT**

I, the undersigned, ..... (Please insert full names) do hereby make oath and say:

1.

I am an adult male/female residing at ..... I am the Requester in terms of the Promotion of Access to Information Act, No 2 of 2000.

2.

The facts herein contained are true and correct and within my personal knowledge, unless indicated to the contrary, and are in all respects true correct.

3.

My Identity number is ..... and I attach hereby a certified copy of my identity document.

4.

I hereby confirm that I have given consent to \_\_\_\_\_ request and receive information (which is more fully detailed in the Prescribed Form 2 document attached hereto which has been initialled by me for purpose of identification) from Dyversity Wealth Partners on my behalf in terms of the Promotion of Access to Information Act 2 of 2000.

5.

I hereby waive any rights that I may have against Dyversity Wealth Partners about any damage that I may suffer arising from the release by Dyversity Wealth Partners to \_\_\_\_\_ in the information referred to in the Prescribed Form 2.

6.

I am aware that I could be prosecuted for making a statement knowing it might be used in court proceedings and known by me to be false and intended to mislead.

7.

I know and understand the contents of this statement. I have no objections to taking the prescribed oath. I consider the prescribed oath to be binding on my conscience.

**SIGNED AT** \_\_\_\_\_ **ON THIS** \_\_\_\_\_ **DAY OF** \_\_\_\_\_ **20** \_\_\_\_\_

\_\_\_\_\_

**Deponent (Signature of person swearing or affirming the statement)**

I certify that the deponent has acknowledged that he/she knows and understands the contents of this affidavit, which was signed and sworn to, before me at this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ and that he/she has no objection to taking the prescribed oath.

\_\_\_\_\_

(Signature Commissioner of Oaths or other official before whom the statement is sworn/affirmed).

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Full Names and Surname

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Business Address (Street Address)

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