PAIA MANUAL
PROMOTION OF ACCESS TO INFORMATION

The PAIA manual is published in terms of **Section 51** of the **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act").** The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the ***right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.*** The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

Overview of the Company

DUCOME Brokers (Pty) Ltd (hereinafter "DUCOME") is an authorized financial services provider (FSP) supporting the Financial Services Sector in South Africa. **DUCOME** supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

Availability of the Section 51 PAIA Manual

A copy of our PAIA manual is available by sending an email request to our Information Officer which information is set out in our Privacy Policy herein at Lianic@ducome.co.za and/or using any of the contact information on the **Contact Us** page of our website. The PAIA Manual may also be obtained for public inspection during normal business operating hours from the offices of **DUCOME** at the address set out herein. The PAIA manual will be made available to the Information Regulator upon request and/or any person requesting same.

Please note that a fee for a copy of the PAIA manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4 - size photocopy made. The manual will be updated from time to time, as and when required.

What information does our Section 51 PAIA Manual contain?

The PAIA manual of **DUCOME** details the processes for data subjects requesting information from us as a Private Body incorporated in the Republic of South Africa and indicates what type of records are held. In line with Section 51 of PAIA, as amended by the **Protection of Personal Information Act No. 4 of 2013 ("POPIA"),** a PAIA Manual must also contain details regarding the data collection and processing methods of a responsible party.

This includes, amongst others, details regarding:

- *the categories and types of personal information collected by a responsible party;*
- *how the personal information collected is processed and what the purpose is for such processing;*
- *the recipients or categories of recipients to whom the personal information collected may be supplied;*
- *any planned transborder flows of personal information; and*
- *the security measures undertaken by a responsible party to ensure the confidentiality, integrity and availability of the information to be processed.*

How to request access to records held by us?

Requests for access to records held by **DUCOME** must be made on the prescribed request form, Form 2 which is published by the Information Regulator and attached to the PAIA manual of **DUCOME.** The form will be sent to any requester by contacting us as stated herein above.

Please note that requests need not be accompanied by payment and will only be processed upon payment of the prescribed fees. Requests for access to records must be made to our **Information Officer, Mrs. Liani-Lizé Coupé** at the address and email address provided under our Privacy Policy published on this website.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he/she wishes to be informed in any other manner and state the necessary particulars to be so informed. The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of **DUCOME.** The standard form that must be used for the making of requests will be sent immediately upon request and not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or be delayed.

Kindly note that all requests to **DUCOME** will be evaluated and considered in accordance with the PAIA. Publication of the PAIA manual, descriptions of categories and subject matter of information held by **DUCOME** does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.