



PAIA MANUAL

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

**DATE OF COMPILATION: 18/06/2025
DATE OF REVISION: 14/04/2026**



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;
- 2.5 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 OF THE VELOCITI FINANCIAL SERVICES (PTY) LTD

3.1. Chief Information Officer

Name:	Juan Francois Geldenhuys
Tel:	087 550 3333
Email:	juan@velocitifin.co.za



- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Andrew Christiaan de Jager
 Tel: 087 550 3333
 Email: tiaan@velocitig.com

- 3.3 Access to information general contacts
 Email: *info@velocitig.com*

3.4 Head Office

Postal Address: PO Box 1337, Gallo Manor, 2191
 Physical Address: Corner on Main, 25 Culross road, Sandton, 2191
 Telephone: 087 550 3333
 Email: info@velocitig.com
 Website: www.velocitig.co.za

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 PAIA¹ and section 56 of POPIA²;



- 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 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-

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 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;



- 4.3.7. the provisions of sections 14⁵ and 51⁶ 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 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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/>).



**5. CATEGORIES OF RECORDS OF VELOCITI FINANCIAL SERVICES (PTY) LTD
WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

How to Access Records:

- **Website:** Visit www.velocitig.com
- **Email:** Records can be requested by sending an email to info@velocitig.com
- **Telephone:** Requests can be made by calling 087 550 3333

Category of records	Types of the Record	Available on Website	Available upon request
Company Information	Company registration details, contact information, directors' details, compliance certifications	X	X
PAIA Manual	Complete PAIA manual outlining information on access procedures	X	X
Privacy Policy	Details on how personal information is collected, processed, and protected	X	X
Product and Service Information	Descriptions of financial products and services offered, terms and conditions	X	X
Fees and Charges	Schedule of fees, charges, and commission structures		X
Regulatory Disclosures	Statutory disclosures, licenses, and compliance reports		X
Annual Reports and Financial Statements	Summary financial statements, performance reports		X
Complaint Handling Procedures	Steps and contact details for lodging complaints		X



**6. DESCRIPTION OF THE RECORDS OF VELOCITI FINANCIAL SERVICES (PTY) LTD)
WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment Equity Act	Act 55 of 1998
Basic Conditions of Employment Act	Act 75 of 1997
Labour Relations Act	Act 66 of 1995
Consumer Protection Act	Act 68 of 2008
Unemployment Insurance Act	Act 4 of 2002
Financial Intelligence Centre Act (FICA)	Act 38 of 2001
Financial Advisory and Intermediary Services Act (FAIS)	Act 37 of 2002
Prevention of Organized Crime	Act 121 of 1998
General Code of Conduct for FSPs	Act 75 of 1997



7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY VELOCITI FINANCIAL SERVICES (PTY) LTD

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	-Annual Reports, -Strategic Plan, -Annual Performance Plan -Complaint records -Service brochures
Human Resources	- HR policies and procedures - Leave records - Employees contracts - Training and development records - Accounting records - Financial Statements - FSCA license - Compliance officer details - POPIA privacy policy - RMCP policy

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The organization processes personal information for the primary purpose of delivering comprehensive financial and investment services to its clients, while complying with all applicable laws and regulations, including the Protection of Personal Information Act (POPIA), the Financial Advisory and Intermediary Services Act (FAIS), the Financial Intelligence Centre Act (FICA), and tax legislation



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	Full names, identity numbers or registration numbers, contact details (address, phone, email), employment status, financial information (bank details, income), <u>investment profiles, tax numbers</u>
Service Providers	Names, registration number, vat numbers, address, contract information
Employees	Full names, contact details (address, phone, email), identity numbers, qualifications, gender, race, employment contracts, salary and benefits, performance records, leave records, CV,

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 personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
FICA	EASE-FIC



8.4 Planned transborder flows of personal information

We don't share any transborder flows of personal information.

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

Physical Security

Access to premises is controlled through physical barriers, visitor logs. Paper based documents are securely stored or destroyed when no longer required.

Anti -virus programs are installed and security checks was done on all employees computers.

Passwords have been added to all computers when you need to log in

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.velocitig.com if any;

9.1.2 head office of the Velociti Financial Services for public inspection during normal business hours;

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 annexure B of the Regulations, shall be payable per each A4-size photocopy made.



10. UPDATING OF THE MANUAL

The head of Velociti Financial Services will on a regular basis update this manual.

Issued by

Juan Francois Geldenhuys

Juan Francois Geldenhuys

Managing Director of Velociti Financial Services

Apr 14 2026 12:18 SAST

Certificate of Completion

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