

JME FINANCIAL SERVICES (PTY) LTD

T/A
CAPEX.COM/ZA

Registration Number: 2018/607541/07

PAIA MANUAL

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

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ANNEXURE A – FORM 2 – REQUEST FOR ACCESS TO RECORD

1. LIST OF ACRONYMS AND ABBREVIATIONS

1. **“CEO”** Chief Executive Officer
2. **“DIO”** Deputy Information Officer;
3. **“IO“** Information Officer;
4. **“Minister”** Minister of Justice and Correctional Services;
5. **“PAIA”** Promotion of Access to Information Act No. 2 of 2000(as Amended);
6. **“POPIA”** Protection of Personal Information Act No.4 of 2013;
7. **“Regulator”** Information Regulator;
8. **“Republic”** Republic of South Africa; and
9. **“ZA.CAPEX.COM/ZA”** JME Financial Services (Pty) Ltd T/A CAPEX.COM/ZA

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to

1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
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;
3. know the description of the records of the body which are available in accordance with any other legislation;
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;
5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
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;

7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
8. know the recipients or categories of recipients to whom the personal information may be supplied;
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
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 CAPEX.COM/ZA

1. Chief Information Officer

Name: Mr. Nikolai Bliqnaut
Tel: +27 100 065 481
Email: support.za@capex.com

2. Access to information general contact email (Form 2 to be sent to this email)

Email: support.za@capex.com

3. National or Head Office

Postal Address: Suite 10, 21 Lighthouse Road, 201 Beacon rock, Umhlanga rocks, 4320

Physical Address: Suite 10, 21 Lighthouse Road, 201 Beacon rock, Umhlanga rocks, 4320

Telephone: +27 100 065 481

Email: support.za@capex.com

Website: capex.com/za

4. SCHEDULE OF RECORDS FOR CAPEX.COM/ZA

	Subject	Availability
Public Affairs	<ul style="list-style-type: none"> Public Product Information Media Releases Public Corporate Records 	<p>Freely available on web site capex.com/za</p> <p>Available via https://bizportal.gov.za/</p>
Financial	<ul style="list-style-type: none"> Financial Statements Financial and Tax Records Asset Register 	<p>Proprietary - Not available. Request in terms of PAIA.</p> <p>Request in terms of PAIA.</p>
Marketing Customers	<ul style="list-style-type: none"> Market Information 	<p>Limited Information available on web site. (see above)</p> <p>Request in terms of PAIA.</p>
Suppliers	<ul style="list-style-type: none"> Customer Information 	<p>Request in terms of PAIA.</p> <p>Request in terms of PAIA.</p>
Employees	<ul style="list-style-type: none"> Supplier information Employee information 	<p>Request in terms of PAIA.</p>

5. DESCRIPTION OF THE RECORDS OF CAPEX.COM/ZA 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

6. PROCESSING OF PERSONAL INFORMATION

1. Purpose of Processing Personal Information

The Company uses clients' personal information only for the purpose of rendering financial services to them and for the purpose for which it was collected or agreed with the clients, for example:

- to effectively process your transactions
- to identify and verify your identity
- to communicate to you in respect of your funds invested with the Company
- to comply with legal and regulatory requirements
- to comply with auditing and record-keeping requirements
- to detect and prevent fraud
- to share information with service providers with whom the Company has a business agreement to process such information on the Company's behalf or to those who render services to the Company

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	first and last name, e-mail address, details about financial status, residential address, phone number, date of birth, a copy of the national identity card or passport or driving license, a copy of a recent utility bill/bank statement (or similar) as evidence of the residential address, credit card or bank card details, Tax residence and Tax Identification Number, profession and employment details, knowledge and experience in trading, risk tolerance and risk profile
Service Providers	names, registration number, vat numbers, address, trade secrets, email, phone number and bank details
Employees	address, qualifications, gender and race, cell phone number, email

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
Customer information and data	Product suppliers within the confines of rendering the required services to the client
	National Competent Authorities upon request
Service Providers information and data	National Competent Authorities upon request
Employees	National Competent Authorities upon request

4. Planned transborder flows of personal information

Information and data will flow both inside and outside the borders of the Republic of South Africa insofar it is required to render the required services to the client.

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

Any and all flows of information between JME Financial Services (Pty) Ltd and any of its service providers will at all times be encrypted. Any such flows will be limited to only the data that is required to facilitate the rendering of the required services to the client.

7. PRESCRIBED FEES

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to complete FORM 2 – REQUEST FOR ACCESS TO RECORD and pay the prescribed fees (R50.00) before a request will be considered.
- 7.2 You will be notified of the amount of the access fee to be paid.
- 7.3 The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

8. AVAILABILITY OF THE MANUAL

- 1. A copy of the Manual is available
 - 1. on <https://capex.com/za>
 - 2. head office of JME Financial Services (Pty) Ltd T/A CAPEX.COM/ZA for public inspection during normal business hours
 - 3. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 4. to the Information Regulator upon request.
- 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.

9. UPDATING OF THE MANUAL

The head of JME Financial Services (Pty) Ltd T/A CAPEX.COM/ZA on a regular basis updates this manual.

Issued by JME Financial Services (Pty) Ltd T/A CAPEX.COM/ZA

ANNEXURE A - REQUEST FOR ACCESS TO RECORD