

## **PAIA MANUAL**

**DOMISA FINANCIAL SERVICES (PTY) LTD**

**trading as DOMISA TREASURY**

Recording-keeping and information within our business

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## **MANUAL PREPARED FOR DOMISA TREASURY IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000**

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### **1. Introduction**

The Promotion of Access to Information Act (“the Act”) was enacted to give effect to the constitutional right of access to information, held by any public or private body, which is required for the exercise or protection of any rights.

The Act sets out procedures to be followed when requesting information, after which the requested information must be released, unless the Act specifically provides that it is privileged.

This manual is designed to assist potential requesters with the procedure to be followed when requesting information from **Domisa Treasury**, as contemplated in the Act.

It may be amended from time to time, and such amendments will be published.

Domisa Treasury is a Financial Sector Conduct Authority authorised Financial Services Provider. In terms of the FAIS Act the company carries licence number **47661**. The company provides Foreign Exchange Intermediary services to individuals and corporates.

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### **2. Contact details**

#### **Name of Company:**

Domisa Financial Services (Pty) Ltd

#### **Directors:**

Hanno Van Aarde

James McKeown

Mark Thorsen

#### **Information Officer:**

James McKeown

#### **Money Laundering Reporting Officer:**

James McKeown

#### **Key Individuals:**

Hanno Van Aarde

Mark Thorsen

#### **Physical Address:**

1 Albert Rd, Tamboerskloof, Cape Town

#### **Postal Address:**

1 Albert Rd, Tamboerskloof, Cape Town

#### **Telephone Number:**

021 205 1980 / 073 686 0818

#### **Email Address:**

[info@domisa.co.za](mailto:info@domisa.co.za)

#### **Website Address:**

[www.domisa.co.za](http://www.domisa.co.za)

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### **3. Description of guide in terms of section 10 of the Act**

In terms of Section 10 of the Act, a guide will be compiled by the South African Human Rights Commission (“the SAHRC”) containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

The contact details of the SAHRC are as follows:

#### **Address:**

PAIA Unit

The Research and Documentation Department

Private Bag 2700

Houghton

2041

#### **Telephone Number:**

(011) 484 8300

#### **Email Address:**

[PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**Website Address:**

[www.sahrc.org.za](http://www.sahrc.org.za)

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**4. Records available in accordance with other legislation**

Domisa Treasury keeps records in accordance with other legislation including, but not limited to, the following:

- Financial Intelligence Centre Act (38 of 2001)
- Financial Advisory and Intermediary Services Act (37 of 2002)

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**5. Details of records held by Domisa Treasury**

The following records are held by Domisa Treasury:

**Operational information**

- Internal phone and address lists
- Statutory company documentation and returns to appropriate authorities
- Financial records, including audited statements and invoices
- Employee records
- Computer software and licences
- Records relating to insurance, contracts for the supply of services, leases, etc.

**Communications**

- Internal memoranda
- External correspondence with clients

**Other sources of information**

- Client files including mandates
- Research conducted

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**6. Availability of the manual**

This manual is available as follows:

- In hard copy, to be viewed free of charge at the offices of Domisa Treasury
- At the offices of the South African Human Rights Commission
- On the Domisa Treasury website at [www.domisa.co.za](http://www.domisa.co.za)

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**7. Requests for information**

Any request must be made on the prescribed form to the postal or email address of Domisa Treasury, and must include:

- The prescribed fees, which are available on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development website ([www.doj.gov.za](http://www.doj.gov.za))
- Particulars of the requester, or if the request is made on behalf of another person, proof of the capacity in which the requester is making the request
- The postal address of the requester
- A description of the information required
- An indication of what form of access is required
- Identification of the right the requester is seeking to protect or exercise
- An explanation of why the requested information is required for the protection or exercise of that right

Records are held on the following subjects:

- Client-related records
- Personnel records
- Company records
- Records in the possession of or pertaining to other parties

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**8. Client-related records**

A client includes any natural or juristic entity who receives services from the company.

**Company and Trust clients**

- Statutory documents
- Company financial statements
- Trust documents
- Trust financial statements
- Investment / transactional information
- Taxation information

**Individual client records**

- Personal details
- Investment / transactional information
- Taxation information

- Wills
- Long- and short-term insurance details
- Correspondence

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## **9. Personnel records**

Personnel refers to any person who works for or provides services to or on behalf of the private body and receives or is entitled to receive any remuneration, and any other person who assists in carrying out or conducting the business of the private body. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff, as well as contract workers.

Personnel records include:

- Personal records
- Conditions of employment
- Evaluation records
- Correspondence
- Training material

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## **10. Company records**

Company records include:

- Operational records
- Databases
- Marketing records
- Internal correspondence
- Product records
- Statutory records
- Internal policies and procedures

(These records include, but are not limited to, records pertaining to the company's own affairs.)

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## **11. Other parties**

The company may possess records pertaining to other parties, including and without limitation contractors, suppliers, subsidiary, holding or sister companies, joint venture companies, and service providers.

Alternatively, such other parties may possess records which can be said to belong to the company.

The following records fall under this category:

- Personnel, client or company records held by another party
- Records held by the company pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records provided by third parties about contractors or suppliers

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## **12. Access to client information**

Domisa Treasury clients are allowed to access their own information without having to go through this formal information request process. All clients should contact their adviser to access their information.

This process may not be used to obtain information for use in any legal action. Records for legal action should be obtained using the rules and procedures for discovery of information defined for legal proceedings.

The company has the right to claim all expenses and other damages resulting from a request that contravenes the abovementioned law.