

PROMOTION OF ACCESS TO INFORMATION

PAIA manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) for Intrasia Wealth Limited, an authorised Financial Services Provider in South Africa, FSP No. 54955. Company Registration No. C198519.

DATE OF COMPILATION	25 September 2026
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01 Abbreviations

DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act 4 of 2013
REGULATOR	Information Regulator
REPUBLIC	Republic of South Africa

02 Purpose of this manual

This manual tells the public which records we hold and how to request access to them, how to contact our Information Officer, where to find the Regulator's guide on how to use PAIA, and how we process personal information.

03 Key contact details

INFORMATION OFFICER	Chloe Duval, Head of Legal and Compliance
EMAIL	chloe@intrasiawealth.com
DEPUTY INFORMATION OFFICER	Neil Kleinsmith, Chief Executive Officer
TELEPHONE	+27 82 596 5184 · +230 260 8188
SOUTH AFRICAN OFFICE	2nd Floor, Building 3, Parc du Cap, Mispel Road, Bellville 7530, South Africa
HEAD OFFICE	The Strand 3, Beau Plan, Pamplemousses, Mauritius
WEBSITE	www.intrasiawealth.com

Requests for access to a record are made on Form 2 of the regulations under PAIA, available from the Regulator's website, and sent to our Information Officer.

04 The Regulator's guide on how to use PAIA

The Regulator has, in terms of section 10(1) of PAIA, updated and made available a guide on how to use PAIA (the Guide), in each of the official languages and in braille. The Guide explains how to request access to records, the fees payable and the remedies available.

The Guide can be inspected at our offices during normal working hours, obtained on request from our Information Officer, or downloaded from the Regulator's website, <https://info regulator.org.za>.

It is available for inspection at our offices in English and Afrikaans.

05 Records available without a request

CATEGORY OF RECORDS	WHERE AVAILABLE
Contact details, licence details and how to complain	Website
Privacy policy, website terms and conditions, conflict of interest management policy, this manual	Website; on request

06 Records available under other legislation

We keep records as required by, among others:

- the Financial Advisory and Intermediary Services Act 37 of 2002;
- the Financial Intelligence Centre Act 38 of 2001;
- the Financial Sector Regulation Act 9 of 2017;
- the Protection of Personal Information Act 4 of 2013;
- the Promotion of Access to Information Act 2 of 2000;
- the Income Tax Act 58 of 1962 and the Tax Administration Act 28 of 2011.

07 Subjects and categories of records

SUBJECT	CATEGORIES OF RECORDS
Company and governance	Constitutional documents, minutes and resolutions, statutory registers, licences
Regulation and compliance	Regulatory correspondence, compliance reports and registers
Clients	Identification and due diligence records, agreements, records of advice, portfolio and transaction records, correspondence
Finance and tax	Financial statements, accounting, banking and tax records
People	Employment and personnel records

08 Processing of personal information

PURPOSE OF PROCESSING

We process personal information to provide our services to clients, to comply with the law, to run our business and to respond to enquiries.

CATEGORIES OF DATA SUBJECTS AND OF PERSONAL INFORMATION

DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
Clients, prospective clients and persons connected with them	Identity and contact details, financial information, tax and bank details
Employees, representatives and job applicants	Identity and contact details, qualifications, tax and bank details
Suppliers	Names, registration numbers, contact and bank details

RECIPIENTS OF PERSONAL INFORMATION

Custodians, platforms and product providers; service providers acting on our behalf; other companies in the Intrasia Group and partner firms where a client uses their services; our auditors and professional advisers; and regulators and other authorities where the law requires.

PLANNED TRANSBORDER FLOWS

Personal information is transferred outside the Republic, including to Mauritius, where our head office is, and to the countries in which the custodians, product providers and service providers we use are located. Transfers are made in accordance with section 72 of POPIA.

SECURITY MEASURES

We protect personal information with access controls, encryption, staff confidentiality obligations and written contracts with the service providers who process it for us.

09 Availability and updating of this manual

This manual is available on our website, at our offices for inspection during normal business hours, to any person on request and on payment of the fee prescribed in Annexure B of the regulations under PAIA, and to the Regulator on request. It is updated whenever the information in it changes.

ISSUED BY	Chloe Duval, Information Officer
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DATE	25 September 2026
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