PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

Version 1.0, effective 16 October 2026

1. Acronyms

Term	Meaning
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Company	Peacock Crest Advisory (Pty) Ltd
IO	Information Officer

2. Purpose of this manual

This manual helps members of the public who want to request access to records held by the Company. It sets out the records the Company holds, how to request them, the fees that may apply, and how the Company processes personal information.

3. Key contact details

Item	Details
Company	Peacock Crest Advisory (Pty) Ltd, registration number 2026/816664/07
Information Officer	Robert Peacock, Director (head of the private body)
Deputy Information Officer	None appointed
Email	info@peacockcrest.com
Phone	+27 79 316 5191
Physical and postal address	10 Felicia Avenue, Geelhoutpark, Rustenburg, North West, 0299, South Africa
Website	www.peacockcrest.com

4. Guide on how to use PAIA

The Regulator has published a Guide in each official language on how to use PAIA and POPIA. It explains the right of access, how to make a request, fees, and the remedies available. The Guide is available on the Regulator's website (www.inforegulator.org.za) and from the Regulator at the contact details in section 11. A copy may also be inspected at the Company's address during office hours, or requested from the Information Officer.

5. Records available without a request

The following are available without a formal PAIA request: information published on the Company's website, including its Privacy Policy and this manual, and marketing materials the Company has published. No notice in terms of section 52(2) of PAIA has been published.

6. Records kept in terms of other legislation

The Company keeps records in terms of the following legislation, where it applies to the Company:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Tax Administration Act 28 of 2011
- Value-Added Tax Act 89 of 1991 (if and when registered)
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Financial Intelligence Centre Act 38 of 2001 (to the extent applicable)

7. Subjects and categories of records held

Subject	Categories of records
Company secretarial	Memorandum of Incorporation, CIPC registration documents, securities register, share certificates, directors' resolutions, beneficial ownership records
Financial and tax	Accounting records, invoices, receipts, bank statements, loan agreements, tax registrations and returns, correspondence with SARS
Clients	Client introduction and consent forms, enquiry details, correspondence, quotations, advisory notes, introduction records
Partners	Introducer agreements, introduction notices, fee statements and invoices, correspondence
Suppliers	Supplier agreements, invoices and correspondence
Marketing	Website content, newsletter subscriber lists and opt-out records, published materials
IT and security	System access records, service provider agreements, security incident records

8. Processing of personal information

Purpose of processing

The Company processes personal information to respond to enquiries, provide advisory services, introduce clients to licensed specialists with their consent, manage partner relationships and referral fees, keep accounting and statutory records, market its services with consent, and protect its systems.

Categories of data subjects and personal information

Data subjects	Personal information processed
Clients and prospective clients	Name, ID or passport number, nationality, contact details, country of residence, service interests, general budget indications, correspondence
Referral partners	Company details, contact persons, contact details, banking and invoicing details, correspondence
Suppliers and service providers	Company details, contact persons, banking and invoicing details
Website visitors and subscribers	Name, email, IP address, cookie and usage data, marketing preferences
Director and signatories	Name, ID number, contact details, signatures

Recipients

Licensed specialists that clients ask to be introduced to (with consent); operators that help run the business, including Zoho (email, accounting, document storage), Meta (WhatsApp Business), HostAfrica (domain and website) and the Company's bank; professional advisors; and authorities where the law requires it.

Planned transborder flows

Personal information of clients may be sent to specialists in the United Arab Emirates with the client's consent. Some operators store data outside South Africa (for example, Zoho in the United States). Transfers take place only as permitted by section 72 of POPIA.

Security measures

Two-factor authentication on business accounts, encrypted and password-protected devices, a separate secured business WhatsApp account, access limited to the director, reputable cloud providers, locked storage for paper records, and a security incident procedure that includes notifying the Regulator and affected persons.

9. How to request access to a record

9.1 Complete the request form (Form 2 of Annexure A to the PAIA Regulations, 2021), available from the Regulator's website or the Information Officer, and send it to info@peacockcrest.com or the Company's address.

9.2 Provide proof of identity, and if you act for someone else, proof of your authority. State which right you want to exercise or protect and why the record is needed for that.

9.3 Pay the prescribed request fee and any access fees set out in Annexure B of the PAIA Regulations, 2021. You will be told if a fee is payable before the request is processed, and a deposit may be required for access fees.

9.4 The Company will decide on the request within 30 days, which may be extended once by up to 30 days in the circumstances PAIA allows. You will be told in writing of the decision and, if refused, the reasons and your remedies.

9.5 Access may be refused on the grounds set out in Chapter 4 of Part 3 of PAIA, including to protect the privacy of third parties, commercial information, confidential information and legally privileged records.

9.6 If you are unhappy with a decision, you may lodge a complaint with the Regulator or apply to court, within the time periods PAIA allows.

10. Requests about your own personal information

If you want access to or correction of your own personal information, you may also follow the process in our Privacy Policy by emailing info@peacockcrest.com.

11. The Information Regulator

Information Regulator (South Africa)	
Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Phone	010 023 5200 (toll-free 0800 017 160)
General enquiries	enquiries@inforegulator.org.za
POPIA complaints	eServices portal: eservices.inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

12. Availability and updating of this manual

This manual is available on the Company's website, for inspection at its address during office hours, and to the Regulator on request. A copy may be requested from the Information Officer; a prescribed fee may apply for printed copies. The Information Officer will review this manual at least once a year and whenever the Company's details or processing change.

Signed by the Information Officer:

Signed copy held on file

Robert Peacock, Director and Information Officer Date: 20/10/2026