



KATLEGO ADMINISTRATION AND INVESTMENTS

229 Bell Drive, Noordheuwel, Krugersdorp
Tel: +27 71 676 2095 · admin@katlegoinv.co.za
www.katlegoinv.co.za · Reg: 2020/898619/07

PAIA MANUAL

of Katlego Administration and Investments (Pty) Ltd

Prepared in terms of section 51 of the

Promotion of Access to Information Act 2 of 2000

incorporating the disclosure obligations under section 56 of the Protection of Personal Information Act 4 of 2013

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1. Definitions

In this Manual, unless the context indicates otherwise, the following terms bear the meanings assigned to them below. Words and expressions defined in PAIA or POPIA bear the meanings ascribed to them in those Acts.

- 1.1. **"Company" or "Katlego"** means Katlego Administration and Investments (Pty) Ltd, registration number 2020/898619/07, a private company incorporated in the Republic of South Africa.
- 1.2. **"Constitution"** means the Constitution of the Republic of South Africa, 1996.
- 1.3. **"Data Subject"** has the meaning given to it in section 1 of POPIA.
- 1.4. **"Deputy Information Officer"** means the person designated by the Information Officer in terms of section 17 of PAIA, read with section 56(a) of POPIA, to assist the Information Officer.
- 1.5. **"Director"** means a director of the Company as defined in the Companies Act 71 of 2008.
- 1.6. **"Head of the Private Body"** means the head of the Company as defined in section 1 of PAIA, being the chief executive officer of the Company or the person who is acting as such.
- 1.7. **"Information Officer"** means the Information Officer of the Company designated in terms of PAIA. For the purposes of this Manual, the Head of the Private Body is also the Information Officer.
- 1.8. **"Information Regulator"** means the Information Regulator (South Africa) established in terms of section 39 of POPIA.
- 1.9. **"Manual"** means this PAIA Manual prepared in terms of section 51 of PAIA.
- 1.10. **"PAIA"** means the Promotion of Access to Information Act 2 of 2000, as amended.
- 1.11. **"Personal Information"** has the meaning given to it in section 1 of POPIA.
- 1.12. **"POPIA"** means the Protection of Personal Information Act 4 of 2013, as amended.
- 1.13. **"Processing"** has the meaning given to it in section 1 of POPIA.
- 1.14. **"Record"** has the meaning given to it in section 1 of PAIA.
- 1.15. **"Regulations"** means the Regulations made under section 92 of PAIA, as published in Government Notice R757 in Government Gazette 45057 of 27 August 2021, as amended.
- 1.16. **"Requester"** has the meaning given to it in section 1 of PAIA and includes a personal requester (a requester seeking access to a record containing personal information about themselves).
- 1.17. **"Trust"** means a trust under administration by the Company in terms of the Trust Property Control Act 57 of 1988.

2. Background to Katlego Administration and Investments

Katlego Administration and Investments (Pty) Ltd is a private company incorporated in the Republic of South Africa, with its principal place of business at 229 Bell Drive, Noordheuwel, Krugersdorp.



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Katlego provides trust administration services in respect of trusts established by court order, including trusts arising from claims against the Road Accident Fund, medical negligence claims, divorce settlements, and the administration of deceased estates and minors' trusts.

The Directors of Katlego serve as trustees in their personal capacities on the trusts under administration. The Company's activities accordingly involve the receipt, holding, processing, and onward transmission of records and personal information relating to founders, trustees, beneficiaries, guardians, curators, courts, regulators, financial counterparties, and other related parties.

3. Purpose of this Manual

This Manual is published in terms of section 51 of PAIA. Its purpose is to:

- Provide a description of the Company and how to contact its Information Officer and Deputy Information Officer.
- Inform members of the public of the records that Katlego holds, both those that are voluntarily made available without a request and those that may be requested in terms of PAIA.
- Set out the procedure for requesting access to records held by the Company, including the prescribed forms and fees.
- Disclose the matters required by section 56 of POPIA in relation to the Company's processing of personal information.
- Provide information on the remedies available to a Requester whose request is refused, including how to lodge a complaint with the Information Regulator.

This Manual must be read together with PAIA, POPIA, and the Information Regulator's Guide on how to use PAIA, referred to in section 5 below.

4. Key Contact Details for Access to Information

Requests for access to records of the Company must be addressed to the Information Officer or, in their absence, to the Deputy Information Officer at the contact details set out below.

4.1 Head of the Private Body / Information Officer

Name	Jaco van Niekerk
Designation	Director / Head of the Private Body / Information Officer
Postal address	229 Bell Drive, Noordheuwel, Krugersdorp, 1739
Physical address	229 Bell Drive, Noordheuwel, Krugersdorp
Telephone	+27 72 100 2665
Email	jaco@katlegoinv.co.za



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General email	admin@katlegoinv.co.za
Website	www.katlegoinv.co.za

4.2 Deputy Information Officer

Name	Louis Adendorff
Designation	Director / Deputy Information Officer
Postal address	229 Bell Drive, Noordheuwel, Krugersdorp, 1739
Telephone	+27 82 336 8938
Email	louis@katlegoinv.co.za

4.3 Office Hours

Office hours: Monday to Friday, 08:00 to 17:00, excluding public holidays.

5. The Information Regulator's Guide on how to use PAIA

The Information Regulator has compiled the Guide required in terms of section 10 of PAIA, which contains information to assist any person who wishes to exercise any right contemplated in PAIA and POPIA.

The Guide is available in each of South Africa's official languages and may be obtained from:

Information Regulator (South Africa)	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	+27 (0) 10 023 5200
Email	enquiries@inforegulator.org.za
PAIA complaints email	PAIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

A printed copy of the Guide is available at the Company's principal place of business for inspection during office hours, free of charge.

6. Categories of records voluntarily made available without a request

In terms of section 52 of PAIA, the Company voluntarily makes the following categories of records available to members of the public without a formal request being required:



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- Information about the Company published on its website at www.katlegoinv.co.za, including a description of the Company's services, contact details, and the names and qualifications of its Directors.
- This Manual.
- Marketing and promotional materials produced by the Company for general public distribution.

7. Records held in terms of other legislation

Section 51(1)(d) of PAIA requires the disclosure of the latest notice in terms of section 52(2) of PAIA, if any, regarding the categories of records of the body that are available without a person having to request access. Records held by the Company are also retained in compliance with the following statutes (this is not an exhaustive list, and the relative weight and applicability of each statute depends on the particular record):

Legislation	Records held in compliance with this legislation	Retention requirement
Trust Property Control Act 57 of 1988	Trust deeds, court orders constituting trusts, Letters of Authority, beneficial ownership registers, trustee resolutions and minutes, accounting records of trust property, beneficiary records, and Master correspondence files.	Minimum 5 years post-termination of trust; in practice retained for the life of the trust plus 7 years.
Companies Act 71 of 2008	Memorandum of Incorporation, register of directors, register of members, share certificates, board resolutions, statutory registers, annual returns, beneficial ownership records of the Company.	7 years from date of creation.
Income Tax Act 58 of 1962 read with the Tax Administration Act 28 of 2011	Annual income tax returns (ITR12T) for trusts under administration; provisional tax returns (IRP6); IT3(t) third-party returns; tax records of the Company itself; supporting accounting records and source documents.	5 years from the latter of the date of submission or the relevant year-end (s29 of the Tax Administration Act).
Financial Intelligence Centre Act 38 of 2001	Customer due diligence records, beneficial ownership identification, source-of-funds documentation, sanctions screening records, suspicious and unusual transaction reports (where applicable), records of accountable institution interactions.	5 years from the date the business relationship ends or the transaction is concluded.
Financial Advisory and Intermediary Services Act 37 of 2002	Records of financial services received from external Financial Service Providers in respect of trusts under administration, including Records of Advice, FAIS disclosure documents, suitability records, and investment mandates.	5 years from the rendering of the financial service.



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Legislation	Records held in compliance with this legislation	Retention requirement
Protection of Personal Information Act 4 of 2013	Records of consent obtained for the processing of personal information; data subject access requests received and responses thereto; records of personal information breaches; transborder transfer records.	Until expressly authorised or required to be destroyed; minimum periods per other legislation apply concurrently.
Promotion of Access to Information Act 2 of 2000	Records of requests for access to information received and processed by the Company; correspondence with Requesters; records of refusals and reasons therefor.	5 years from finalisation of the request.
Basic Conditions of Employment Act 75 of 1997 and related labour legislation	Where the Company has employees: contracts of employment, payslips, leave records, tax certificates. The Company currently has no employees.	3 years from the date of termination of employment.

8. Subjects on which records are held and categories of records

In terms of section 51(1)(b)(iv) of PAIA, the Company sets out below a description of the subjects on which it holds records and the categories of records held on each subject. The Company holds records relating to the following subjects, organised by category. Access to records is subject to the grounds for refusal set out in Chapter 4 of PAIA, which are summarised in section 12 of this Manual.

8.1 Trust administration records

For each trust under administration, the Company holds and maintains a comprehensive trust file containing:

- The trust deed, court order constituting the trust, and any amendments thereto.
- Letters of Authority issued by the Master of the High Court and all subsequent amendments thereto.
- The Beneficial Ownership Register lodged with the Master of the High Court in terms of section 11A of the Trust Property Control Act.
- Acceptances of trusteeship by the trustees and any related Master forms.
- Bonds of security or written exemptions from the requirement of security.
- Trustee resolutions and minutes of trustee meetings.
- Investment mandates issued to the relevant Financial Service Provider, the Investment Policy Statement for the trust, and records of investment performance and reporting.
- Annual financial statements of the trust.



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- Trust bank account records, including statements, payment instructions, and reconciliations.
 - Distribution records, including resolutions authorising distributions and proof of payment to beneficiaries.
 - Correspondence with the Master of the High Court, the South African Revenue Service, the Financial Intelligence Centre, accountable institutions, beneficiaries, and curators (where applicable).
 - Customer due diligence and FICA records relating to the founder, the trustees, the beneficiaries and other beneficial owners of the trust.

8.2 Company records

- CIPC records: certificate of incorporation, Memorandum of Incorporation, registers of directors and members, beneficial ownership records, annual returns.
- Statutory registers and board resolutions of the Company.
- Tax registration documents and annual income tax returns of the Company.
- Accounting records, financial statements, and supporting source documents of the Company.
- Banking and payment records of the Company's own business operations.
- Insurance policies, including professional indemnity and trustee indemnity cover (where applicable).

8.3 Compliance records

- The Company's Risk Management and Compliance Programme (where the Company is registered as an accountable institution under FICA).
- Customer due diligence records and source-of-funds documentation.
- Sanctions screening records.
- Records of any suspicious or unusual transaction reports filed with the Financial Intelligence Centre.
- Records of compliance officer designations, training, and reviews.
- This PAIA Manual and records of access requests received and processed.

8.4 Personal information records

- Records of personal information processed by the Company, including consent records, where applicable.
- Data subject access requests received and the Company's responses thereto.
- Records of any breaches of personal information security and notifications made in terms of POPIA.



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8.5 Director records

Records relating to the Directors in their capacity as such, including identity verification, beneficial ownership disclosures, declarations of interest, and remuneration records.

9. Processing of Personal Information — POPIA section 56 disclosures

In compliance with section 56 of POPIA, the Company sets out below the matters required to be disclosed concerning its processing of personal information.

9.1 Purpose of processing personal information

The Company processes personal information for the following purposes:

- Administration of trusts in accordance with their constituting court orders or trust deeds, the Trust Property Control Act, and other applicable law.
- Compliance with statutory obligations imposed on the Company and its Directors as trustees, including obligations under the Trust Property Control Act, the Income Tax Act, the Tax Administration Act, the Financial Intelligence Centre Act, the Financial Advisory and Intermediary Services Act, and the Companies Act.
- Reporting to regulators, including the Master of the High Court (beneficial ownership registers), the South African Revenue Service (tax returns), the Financial Intelligence Centre (suspicious transaction reports and registration), and the Information Regulator (where required).
- Communication with beneficiaries, guardians, curators ad litem, and other persons interested in the administration of trusts.
- Management of the Company's own commercial affairs, including its banking, accounting, taxation, insurance, and contractual obligations.
- Marketing of the Company's services to prospective clients, where lawful and consented to.

9.2 Categories of data subjects and personal information

The Company processes personal information relating to the following categories of data subjects and the corresponding categories of information:

Category of data subject	Categories of personal information processed	Source
Founders of trusts	Full names, identification numbers, dates of birth, residential and postal addresses, contact details, tax numbers, source of funds and source of wealth information.	Provided by the founder, plaintiff attorneys, courts, or beneficial ownership records.



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Category of data subject	Categories of personal information processed	Source
Trustees	Full names, identification numbers, residential and postal addresses, contact details, tax numbers, professional registrations, declarations of interest.	Provided by the trustees themselves.
Beneficiaries (and their guardians where minor)	Full names, identification numbers, dates of birth, residential and postal addresses, contact details, tax numbers, banking details, medical or related information where relevant to the trust's purpose, guardianship details.	Provided by the beneficiary, guardian, plaintiff attorney, or court order.
Curators ad litem and curators bonis	Names, contact details, professional registrations, court appointment details.	Provided by the curator or court.
Counterparties (banks, FSPs, attorneys, suppliers)	Names of contact persons, business contact details, banking and payment details, regulatory registration numbers.	Provided by the counterparty.
Directors of the Company	Full names, identification numbers, residential addresses, contact details, qualifications, declarations of interest, banking details for remuneration.	Provided by the Directors.
Website visitors and prospective clients	Names, contact details, communications submitted via the website or email.	Provided by the visitor.

9.3 Recipients of personal information

The Company may share personal information with the following categories of recipients, where lawful and required for the purposes set out in section 9.1:

- The Master of the High Court — for trust registration, Letters of Authority, beneficial ownership lodgement, and reporting on the administration of trusts.
- The South African Revenue Service — for trust tax registration, ITR12T returns, IT3(t) third-party returns, and Company tax compliance.
- The Financial Intelligence Centre — for accountable institution registration (where applicable), suspicious and unusual transaction reports, and FICA compliance.
- The Information Regulator — for PAIA and POPIA reporting and any inspections.
- Banking institutions — for the operation of trust bank accounts and the Company's own bank accounts.
- Financial Service Providers, including the wrap fund administrator — for the placement and ongoing administration of trust investments.
- External professional advisers — including auditors, accountants, fiduciary specialists, attorneys, and tax practitioners.



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- Courts — where ordered or otherwise required.
 - Beneficiaries themselves and their guardians or curators — for distributions, statements, and beneficiary communications.
 - Persons authorised by the data subject in writing to receive personal information.

9.4 Planned transborder flows of personal information

The Company may, in the course of administering trusts, communicate with beneficiaries or guardians who reside outside the Republic of South Africa. The categories of cross-border personal information transfers presently include:

Transmission of beneficiary statements, distribution communications, and trust correspondence to beneficiaries resident in Zimbabwe, and any other countries to be added by the Company from time to time, in compliance with the conditions for lawful transborder transfer set out in section 72 of POPIA.

Where personal information is stored or processed in cloud services, the Company will ensure compliance with section 72 of POPIA. The Company will update this section as its operations evolve.

9.5 General description of information security measures

The Company has implemented technical and organisational measures appropriate to the nature of the personal information processed and the risks associated with that processing, including:

- Physical security at the Company's principal place of business, including controlled access to physical files.
- Logical access controls on electronic information, including password protection and access on a need-to-know basis.
- Encrypted storage and backup of digital records, with offsite backup of trust files.
- Confidentiality undertakings from any person granted access to personal information, including external service providers.
- Records retention and destruction policies aligned with statutory requirements.
- Incident response procedures for any breach of personal information security, including notification obligations under section 22 of POPIA.
- Periodic review of information security measures.

10. Procedure for a request for access to a record

A Requester who wishes to access a record of the Company must follow the procedure set out below.



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10.1 The prescribed form

In terms of section 53 of PAIA, a request for access to a record of a private body must be made using Form 02 prescribed in the Regulations. The form is available on the Information Regulator's website at www.inforegulator.org.za, and a copy will be made available by the Information Officer on request.

The form must be completed in full. The Requester must:

- Provide sufficient particulars to enable the Information Officer to identify the record requested and the Requester.
- Specify the form of access required and provide a postal address or email address in the Republic for delivery of any notice.
- Identify the right that the Requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right (this is required by section 50 of PAIA in respect of a request to a private body).
- Where the request is made on behalf of another person, attach proof of the Requester's authority to act on behalf of that person.

10.2 Submission

The completed Form 02 must be submitted to the Information Officer or the Deputy Information Officer at the contact details set out in section 4 of this Manual, by hand, post, or email.

10.3 Fees

In terms of section 54 of PAIA, the Information Officer will require the Requester to pay the prescribed request fee (where applicable) before the request is processed. Where access is granted, the Requester will further be required to pay the prescribed access fee for the search, reproduction, and preparation of the record. The applicable fees are set out in section 13 of this Manual.

10.4 Processing of the request

The Information Officer will, as soon as reasonably possible and within 30 days after receipt of a request that complies with PAIA, decide whether to grant the request and notify the Requester of the decision.

Where the request relates to a record that contains the personal information of a third party, the Information Officer may, before deciding the request, give that third party an opportunity to make written representations in terms of section 71 of PAIA.

Where the records requested cannot reasonably be retrieved or processed within 30 days, the Information Officer may extend the period by a further 30 days in terms of section 57 of PAIA, with notice to the Requester.

11. Grounds for refusal of access to records

In terms of Chapter 4 of Part 3 of PAIA, the Company may refuse access to a record on one or more of the following mandatory or discretionary grounds:



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- The mandatory protection of the privacy of a third party who is a natural person (section 63).
 - The mandatory protection of commercial information of a third party (section 64).
 - The mandatory protection of certain confidential information of a third party (section 65).
 - The mandatory protection of the safety of individuals and the protection of property (section 66).
 - The mandatory protection of records privileged from production in legal proceedings (section 67).
 - The discretionary protection of the commercial information of the Company (section 68).
 - The discretionary protection of research information of a third party or of the Company (section 69).

Where a ground for refusal applies to only part of a record, the Company will, in terms of section 28 of PAIA, grant access to the remainder of the record after severance of the protected part.

In addition, a request will be refused where the Requester has failed to comply with the procedural requirements of PAIA, including the requirement to identify the right being exercised or protected and to demonstrate that the record is required for that purpose (section 50 of PAIA).

12. Records that cannot be found or do not exist

If the Information Officer has taken all reasonable steps to find a record requested and the record cannot be found, or if it does not exist, the Information Officer will notify the Requester by way of an affidavit or affirmation in terms of section 55 of PAIA. The notification will set out the steps taken to find the record and the conclusion reached.

13. Fees

Fees are payable in terms of section 54 of PAIA read with the Regulations. The fees set out below reflect the fees prescribed in Annexure B to the Regulations as published in Government Gazette 45057 of 27 August 2021. These fees may be amended by the Minister from time to time. The Information Officer will confirm the applicable fees at the time of any request.

13.1 Categories of fees

- Request fee: payable by every Requester, except a personal Requester (a person seeking access to records about themselves), upon submission of a request for access.
- Access fee: payable by every Requester whose request is granted, calculated in respect of the search for, preparation and reproduction of the record requested.
- Deposit: where the Information Officer is of the opinion that the search for and preparation of a record will exceed six hours, a deposit may be required before processing continues.



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13.2 Schedule of fees

Item	Description	Fee
Request fee (other than personal requester)	Payable on submission of Form 02 by a Requester who is not a personal requester.	R50.00
A4 photocopy or printout	Per A4-size page or part thereof.	R1.10
A4 printed copy of computer-readable record	Per A4-size page or part thereof.	R0.75
Copy on memory stick or similar device	Per item of media, plus actual cost of media.	R40.00 plus media cost
Copy on compact disc	Per disc.	R70.00
Transcription of visual or audio records (by Company)	Per hour or part thereof.	Charged at actual cost
Search and preparation	For every hour or part of an hour, after the first six hours, reasonably required to search for and prepare a record for disclosure.	R145.00 per hour
Postage / delivery	Where the record is to be sent to the Requester.	Actual cost
Deposit	Where search and preparation will exceed six hours, the Requester may be required to pay a deposit of one third of the access fee.	One-third of estimated access fee

The Requester will be required to pay the request fee before the request is further processed. The access fee is payable before access is given to the record. Payment will be made by electronic funds transfer to the bank account nominated by the Information Officer.

14. Remedies for refusal or non-response

PAIA does not provide for an internal appeal procedure in respect of decisions of the Head of a Private Body. A Requester aggrieved by a decision to refuse access, or by the failure of the Company to respond timeously, has the following remedies:

14.1 Complaint to the Information Regulator

In terms of section 77A of PAIA, a Requester may lodge a complaint with the Information Regulator using Form 5 prescribed in the Regulations. The complaint must be lodged within 180 days from the date on which the Requester became aware of the decision or non-response, or within such longer period as the Information Regulator may permit on application for condonation.

The complaint must be lodged with the Information Regulator at the contact details set out in section 5 of this Manual or via the Information Regulator's eServices Portal at eservices.inforegulator.org.za.



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14.2 Application to court

In terms of section 78 of PAIA, a Requester may apply to a court for appropriate relief in respect of a decision of the Head of a Private Body or of the Information Regulator. The application must be made within 180 days of the relevant decision.

15. Availability of this Manual

In terms of section 51(3) of PAIA, this Manual is made available:

- On the Company's website at www.katlegoinv.co.za.
- At the Company's principal place of business, 229 Bell Drive, Noordheuwel, Krugersdorp, for inspection by members of the public during normal business hours, free of charge.
- To any person on request and on payment of the prescribed fee for reproduction.
- To the Information Regulator on request.

16. Updating of this Manual

In terms of section 51(2) of PAIA, the Head of the Private Body must update this Manual on a regular basis.

The Company will review and, where necessary, update this Manual at least annually, and additionally whenever there is a material change in the Company's operations, the personal information processed by the Company, the categories of records held, or the contact details of the Information Officer or Deputy Information Officer.

This Manual was last reviewed on 19 June 2026 and is next scheduled for review on/before 19 June 2026.



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Annexure A — Form 02: Request for Access to Record of Private Body

A Requester must submit a request for access to a record of the Company using Form 02 prescribed in Annexure A to the Regulations. The current version of Form 02 is available on the Information Regulator's website at www.inforegulator.org.za, and a copy will be provided by the Information Officer on request.

Form 02 requires the Requester to provide, among other things:

- Particulars of the private body to which the request is made.
- Particulars of the Requester (and, where applicable, of the person on whose behalf the request is made), including identity number.
- Particulars of the record requested, including a description sufficient to enable identification.
- The form of access required (inspection, copy, transcript, etc.).
- The address, fax number, or email address in the Republic to which information must be sent.
- The right that the Requester is seeking to exercise or protect, and an explanation of why the record is required for that purpose.
- Where the request is made on behalf of another person, proof of capacity.



Annexure B — Statutory Instruments referenced in this Manual

- Constitution of the Republic of South Africa, 1996.
- Promotion of Access to Information Act 2 of 2000, as amended.
- Promotion of Access to Information Amendment Act 31 of 2019.
- Regulations made under section 92 of PAIA, published in Government Notice R757 in Government Gazette 45057 of 27 August 2021.
- Protection of Personal Information Act 4 of 2013.
- Trust Property Control Act 57 of 1988, as amended.
- Companies Act 71 of 2008.
- Income Tax Act 58 of 1962.
- Tax Administration Act 28 of 2011.
- Financial Intelligence Centre Act 38 of 2001, as amended.
- Financial Advisory and Intermediary Services Act 37 of 2002.

Approved and adopted by the Board of Directors of Katlego Administration and Investments (Pty) Ltd on 19 June 2026.

Jaco van Niekerk

Director / Head of the Private Body /
Information Officer

Louis Adendorff

Director / Deputy Information Officer