



Promotion of Access to Information Manual

Apex Fund Services HoldCo SA (Pty) Ltd

July 2025

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APEX FUND SERVICES HOLDCO SA (PTY) LTD

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT

1 Preamble

Section 51 of the Promotion of Access to Information Act No.2 of 2000, ("the Act"), as amended by the Protection of Personal Information Act no. 4 of 2013 ("POPIA") requires that Apex Fund Services HoldCo SA (Pty) Ltd ("Apex FS HoldCo"), as a private body must compile a manual giving information to the public regarding the procedure to be followed in requesting information from Apex FS HoldCo for the purpose of exercising or protecting rights in accordance with data protection constraints.

2 Introduction

- 2.1 This manual documents the categories of information held by Apex FS HoldCo and aims to assist potential requestors in requesting access to information from Apex FS HoldCo as contemplated under the Act.
- 2.2 The following words or expressions bear the following meanings in this manual:
 - 2.2.1 "the Act" means the Promotion of Access to Information Act No.2 of 2000, together with the regulations and rules published in terms of this Act;
 - 2.2.2 "Manual" means this manual together with its annexures, as amended from time to time, made available at the offices of Apex FS HoldCo.

Information Regulator	The Office of the Information Regulator has been created to monitor and enforce compliance in relation to both POPIA and PAIA and will take over the SAHRC's responsibilities in terms of PAIA in 2021.
Personal information	As defined in Section 1 of POPIA (Protection of Personal Information Act 4 of 2013, as amended from time to time including the regulations

	promulgated in terms of POPIA) available at Section 1 Definitions - POPIA
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; (b) dissemination by means of transmission, distribution or making available in any other form; or (c) merging, linking, as well as restriction, degradation, erasure or destruction of information
Data Subject	means the person (natural or juristic) to whom personal information relates
Responsible Party	means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;
Operator	means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;

2.3 Purpose of Manual:

2.3.1 This Manual is designed to inform the public of;

- (a) Categories of records held by Apex FS HoldCo, which are available without requiring a person to submit a formal PAIA or POPIA request;
- (b) Understanding the procedure to request access to information held by Apex FS HoldCo;
- (c) Records held by Apex FS HoldCo which are available in accordance with any other legislation;
- (d) Apex FS HoldCo postal and street address, phone number and electronic mail address;
- (e) Contact details of the Information Officer and Deputy Information Officer/s of Apex FS HoldCo;
- (f) How to gain access to the PAIA Manual, both the digital and physical version;
- (g) The purposes for which Apex FS HoldCo will process personal information;
- (h) The categories of personal information that would generally be processed and a description of the categories of the Data subjects;
- (i) The categories of recipients to whom personal information would be disclosed, supplied and/or shared to/with;
- (j) Apex FS HoldCo's intentions to transfer personal information to entities outside the Republic of South Africa and a list of those countries;
- (k) The general security measures applied by Apex FS HoldCo to ensure information remains safe, restricted and confidential;
- (l) The process and formal documents required to be completed by a data subject when submitting a data subject access request;

3 Company details

Apex FS HoldCo SA (Pty) Ltd

Registration Number: 1998/004065/07

Registered Address: Apex, River Park, Gloucester Road, Mowbray, 7700

Street Address: Apex, River Park, Gloucester Road, Mowbray, 7700,

Postal Address: PO Box 3149, Cape Town 8000

Telephone: +27 (0) 21 681 8000

Fax: +27 (0) 21 681 8100

Website: <https://www.apexgroup.com/>

	Name	Email Address
Information Officer / Head of Body	Jon Hugill	jon.hugill@apexgroup.com
Deputy Information Officers	Deirdre van der Berg	deirdre.vanderberg@apexgroup.com

4 The Official Guide

- 4.1 The Information Regulator has, in terms of section 10(1) the Act, as amended, updated and made available the revised Guide on how to use the Act ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and POPIA.
- 4.2 The Guide can also be obtained from the website of the Information Regulator (<https://inforegulator.org.za>)
- 4.3 Any queries should be directed to:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Website: <https://inforegulator.org.za>

Email: enquiries@inforegulator.org.za

5 Availability of Manual

- 5.1 This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Apex FS HoldCo.
- 5.2 Copies of the manual may be made, subject to the prescribed fees.
- 5.3 The manual is also posted on Apex FS HoldCo's website at <https://www.apexgroup.com/>
- 5.4 A copy of the manual is available to the Information Regulator upon request.

6 The Purpose of processing Personal Information

- 6.1 If you are a natural person or a Juristic Person who is an employee of, client of, or service provider to Apex FS HoldCo, directly or indirectly we will collect and use your data to enable us to meet our contractual obligations.
- 6.2 Depending on the services you require of us we process your personal data:
 - 6.2.1 To perform due diligence;
 - 6.2.2 To make payments;
 - 6.2.3 To raise and send invoices;
 - 6.2.4 At termination of any relationship involving a data subject;
 - 6.2.5 To conduct internal reviews and compile internal reports;
 - 6.2.6 For internal administration such as scanning and saving of documentation;
 - 6.2.7 For record keeping purposes including quality control processes;
 - 6.2.8 To generate reports for data subjects;
 - 6.2.9 In compliance with any request from an auditor, or a regulatory or supervisory body;
 - 6.2.10 To generate and distribute legal entity correspondence;
 - 6.2.11 To complete tax returns;

- 6.2.12 To provide information to our investors, banks or other financing institution or in the event of any merger, acquisition or divestment in accordance with Apex FS HoldCo's legitimate business interests;
- 6.2.13 To otherwise fulfil your instructions, to provide services according to our engagement, or comply with our obligations.
- 6.3 For the avoidance of doubt, you may refuse to provide us with your personal data. In that case, we would likely not be able to provide you with our services.

7 Categories of Data Subjects and Personal Information processed by the Company

Categories of data subjects and personal information processed by the Company include the following:

Categories of Data Subject	Personal Information Processed
Clients / Prospective Clients: Juristic Persons	Names of contact persons; name of legal entity; physical / postal addresses and contact details; financial information; registration number; founding documents and related information; authorised signatories; information of connected parties and Ultimate Beneficial Owners.
Contracted Service Providers / Vendors	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; authorised signatories; BEE Certificates.
Employees / Potential Employees / Contracted staff members	Gender; marital status; race; age; language; identity number; physical and postal addresses and contact details; financial information; pregnancy status; shareholder scheme information; educational information, employment history, medical history, criminal history, opinions.
Apex Group Companies: Juristic Persons	Name of legal entity; physical / postal addresses and contact details; statutory information; financial information.

8 Categories of Information Insofar as The Act is concerned

The list of subjects and categories of information held by the Company includes the following:

8.1 Statutory Company Information

- 8.1.1 Memorandum and Articles of Association/Memorandum of Incorporation
- 8.1.2 Certificates issued by the Registrar of Companies
- 8.1.3 Company resolutions
- 8.1.4 Proxy forms
- 8.1.5 Company forms lodged with the Registrar in terms of the Companies Act, Minute books
- 8.1.6 Share registers
- 8.1.7 Director's attendance registers
- 8.1.8 Shareholder agreements

8.2 Accounting Records

- 8.2.1 Annual financial statements
- 8.2.2 Books of account
- 8.2.3 Fixed Asset Registers
- 8.2.4 Client Invoices
- 8.2.5 Supplier Invoices and
- 8.2.6 Auditor's reports
- 8.2.7 Income Tax returns
- 8.2.8 Value Added Tax returns

8.3 Banking Details

- 8.3.1 Bank facilities and account details
- 8.3.2 Overdraft facilities

8.3.3 Bank statements

8.3.4 Bank signatory forms

8.3.5 Other banking records and agreements

8.4 **Human Resources / Employment Records**

8.4.1 Pay as You Earn (PAYE) records

8.4.2 Contracts of employment

8.4.3 Personnel files

8.4.4 Disciplinary records

8.4.5 Schedule of shares

8.4.6 Employee benefit records

8.4.7 Salary and wage register

8.4.8 Provident fund agreement, rules and actuarial valuation reports

8.4.9 Minutes of meetings of trustees and members of provident fund

8.4.10 Provident fund contribution reports

8.4.11 Attendance and leave registers

8.4.12 Expense accounts

8.4.13 Group life

8.4.14 Human resource policies and codes of conduct

8.4.15 Training manual

8.4.16 Medical Aid Administration

8.5 **Client Information**

8.5.1 Documentation and other information received from clients

8.5.2 Documentation and other information received from third parties.

- 8.5.3 Correspondence with clients.
- 8.5.4 Correspondence with third parties.
- 8.5.5 Information prepared by employees for clients, including opinions, memoranda and reports.
- 8.5.6 Other information relating to, or held on behalf of, clients

8.6 Insurance Records

- 8.6.1 Insurance policies taken out for the benefit of Apex FS HoldCo and its employees, including:
- 8.6.2 Group life assurance and disability income protection insurance;
- 8.6.3 Professional indemnity insurance in respect of Apex FS HoldCo.
- 8.6.4 Directors and Officers liability cover.

9 Records available in terms of other legislation

Records are kept in accordance with such other legislation as is applicable to Apex FS HoldCo which includes, but is not limited to, the following:

- 9.1 Income Tax Act 58 of 1962
- 9.2 Financial Advisory and Intermediary Services Act 37 of 2002
- 9.3 Financial Intelligence Centre Act, 38 of 2001
- 9.4 Value Added Tax Act 89 of 1991
- 9.5 Occupational Health and Safety Act 85 of 1993
- 9.6 Labour Relations Act 66 of 1995
- 9.7 Basic Conditions of Employment Act 75 of 1997
- 9.8 Broad-Based Black Economic Empowerment Act 53 of 2003
- 9.9 Employment Equity Act 55 of 1998
- 9.10 Prevention of Organised Crime Act 121 of 1998
- 9.11 Protection of Constitutional Democracy against Terrorism and Related Activities Act No. 33 of 2004

- 9.12 Protection of Personal Information Act no. 4 of 2013
- 9.13 Medical Schemes Act 131 of 1998
- 9.14 Skills Development Levies Act 9 of 1999
- 9.15 Unemployment Insurance Act 63 of 2001
- 9.16 Unemployment Insurance Contributions Act 4 of 2002
- 9.17 Companies Act 71 of 2008

10 Information automatically available

- 10.1 The following categories of records are automatically available for inspection, or photocopying without having to be requested in terms of the Act:
 - 10.1.1 Other information intended for public viewing.
- 10.2 The only fee payable for access to the records listed in clause 10 is a prescribed fee for reproduction.

11 Recipients or categories of recipients to whom personal information is supplied

Apex FS HoldCo's business and the services you request of us may require us to transfer/ disclose your personal information to third parties and/or operators in accordance with the purposes listed above, as mentioned in our Privacy Notice and Data Protection Notice. A non-exhaustive list of potential transfers includes:

- 11.1 Collecting and sending documents for external audits of client entities;
- 11.2 Collecting and sending documents for external audits of Apex Group entities;
- 11.3 For legitimate business purposes your personal data may be shared with any investor, potential investor, acquirer, bank or financial institution investing in or considering investing in Apex FS HoldCo or any of the Apex Group companies.

12 Transborder flow of Personal Information

- 12.1 As a result of contracting with Apex FS HoldCo your personal information will be processed in South Africa in accordance with POPIA .In addition, as an entity which offers goods and services into the European Union or elsewhere, where we process personal information of

residents in the Union subject to the GDPR .. Your personal information may be processed by any of the Apex Group offices, inside and outside the European Union or South Africa. There are agreements in place between the Apex offices to protect your data to GDPR / POPIA compliant standards. Should you require further information please contact the Information Officer.

- 12.2 Additionally your data may be entered into our accounting and/or billing systems, and our document management systems and your data may be processed by our sub-processors/sub-operators including our retail investment technology and third party service providers or outsourcing technology companies, including cloud services providers, in such cases, where data is processed outside of the European Union, the appropriate safeguards are in place. It may also be provided externally to banks, regulators, auditors, advisors (including, but not limited to, legal advisors), supervisory or governmental bodies as well as those appointed as directors and shareholders. At your request we will transfer your personal data to a new service provider.

13 Information security measures to protect Personal Information

- 13.1 Apex FS HoldCo is committed to developing appropriate safeguards to ensure that personal information is kept secure and confidential, and is protected against reasonably anticipated threats to its security or integrity, and against unauthorised access or use that might result in substantial harm or inconvenience to data subjects.
- 13.2 Reasonable technical and organisational measures are implemented for the protection of personal information in the possession of the Company.
- 13.3 The Company continuously implements and monitors technical and organisational security measures to protect personal information against unauthorised access as well as accident or wilful manipulation, loss or destruction.

14 Manual Update

We will update this Manual from time to time, without prior notice. Any amendments will be posted on the website with an updated revision date.

15 Request Procedures

Any and all records shall only be made available subject to the provisions of the Act.

- 15.1 **Form Of Request**

- 15.1.1 When making a request to access a record, the requester must use the prescribed form (refer to Annexure B), addressed to the head of the body.
- 15.1.2 The requester must provide sufficient detail on the request form to allow for the identification of the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic.
- 15.1.3 The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 15.1.4 If a request is being made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request.

15.2 Fees

- 15.2.1 A requester who seeks access to a record containing personal information about the requester is not required to pay the request fee.
- 15.2.2 Where fees are payable these are detailed in the request form.
- 15.2.3 If the request is granted, a further fee will be payable for the search, preparation and reproduction of the record.
- 15.2.4 The requester may lodge an application to the court against the tender or payment of the request fee or may lodge a complaint with the Information Regulator.

15.3 Decision

- 15.3.1 The Company will, within 30 days of receipt of a request, decide whether to grant or decline a request, providing reasons to that effect.
- 15.3.2 The 30 day period within which the Company has to decide whether to grant or refuse a request may be extended for a further period of not more than 30 days if reasonably required under the circumstances.
- 15.3.3 If the request for access is refused the requester may lodge an application to court or alternatively, lodge a complaint with the Information Regulator.

15.4 Grounds for Refusal

- 15.4.1 Apex FS HoldCo has the right to refuse a request for information based on any of the following grounds:

- (a) Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- (b) Mandatory protection of the commercial information of a third party, if the record contains:
 - (i) Trade secrets of that third party;
 - (ii) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - (iii) Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- (c) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation;
- (d) Mandatory protection of the safety of individuals and the protection of property;
- (e) Mandatory protection of records which would be regarded as privileged in legal proceedings;
- (f) The information relates to the commercial activities of Apex FS HoldCo, which may include:
 - (i) Trade secrets of Apex FS HoldCo
 - (ii) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Apex FS HoldCo;
 - (iii) Information which, if disclosed, could put Apex FS HoldCo at a disadvantage in negotiations or commercial competition;
 - (iv) A computer program which is owned by Apex FS HoldCo and which is protected by copyright.
- (g) The research information of Apex FS HoldCo or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

15.4.2 A request for information that is clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources will be refused.

16 Prescribed fees and forms in respect of Private Bodies

The prescribed fees and form for requests to private bodies, are attached to this manual, marked “Annexure A” and “Annexure B” respectively and are available on the website of the Information Regulator <https://inforegulator.org.za/>.

ANNEXURE A: FEE SCHEDULE

GENERAL: VALUE-ADDED TAX

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act 89 of 1991), as vendors may add value-added tax to all fees prescribed in this Annexure.

PART I

FEES IN RESPECT OF GUIDE

The fee for a copy of the guide as contemplated in regulations 2(3)(b) and 3(4)(c) is R0,60 for every photocopy of an A4-sized page or part thereof.

PART II

FEES IN RESPECT OF PUBLIC BODIES

Not applicable to Apex Fund Service

PART III

FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows—

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows—

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

- (2) For purposes of section 54(2) of the Act, the following applies—
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE B:

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53 (1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)) [Regulation 10]

A. Particulars of private body

The Head:

.....

.....

.....

.....

B. Particulars of person requesting access to the record

- The particulars of the person who requests access to the record must be given below.
- The address and/or fax number in the Republic to which the information is to be sent must be given
- Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

.....

.....

Identity Number:.....

Postal address:

.....

.....

.....

..... Fax number:

Telephone number:E-mail address:

Capacity in which request is made, when made on behalf of another person:

.....

C. Particulars of person on whose behalf request is made

- This section must be completed ONLY if a request for information is made on behalf of another person

Full names and surname:

.....

Identity number:

.....

D. Particulars of record

- Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....

2. Reference number, if available:

.....

3. Any further particulars of record:

.....

.....

.....

E. Fees

- A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid
- You will be notified of the amount required to be paid as the request fee.
- 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
- If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason for exemption from payment of fees:

.....

.....

.....

F. Form of access to record

- If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:.....

.....

Form in which record is required:

.....

Mark the appropriate box with an X.

Notes:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record
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2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images*	<input type="checkbox"/>	Transcript of the images*
--------------------------	-----------------	--------------------------	---------------------	--------------------------	---------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcript of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form:

	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (USB drive/online)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					Yes	No

G. Particulars of right to be exercised or protected

- If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

.....

.....

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned

right:.....

.....

.....

H. Notice of decision regarding request for access

- You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?.....

.....

Signed at this..... day of..... 20.....

.....

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF
REQUEST IS MADE