POLICY REVIEW CONTROL SHEET

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Approved By	Werner Gerber
Approval Date	1 September 2026
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Training Conducted By	Werner Gerber
Attendees	Information Officer
Implementation Date	1 September 2026
Implementation Confirmation	Approved and implemented.

CLEARGAUGE WEALTH PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

CONTENTS

1. DEFINITIONS:

Client	A natural or juristic person who is a client or prospective client of ClearGauge Wealth, or has provided information when requesting financial products or services.
Data subject	The person to whom personal information relates.
Representative	Any person, including a person employed or mandated by such first-mentioned person, who renders a financial service to a client for or on behalf of a financial services provider in terms of conditions of employment or any other mandate, but excludes a person rendering clerical, technical, administrative, legal, accounting or other service in a subsidiary or subordinate capacity, where that service— (a) does not require judgment on the part of the latter person; or (b) does not lead a client to any specific transaction in respect of a financial product in response to general enquiries.
Key Individual	In relation to an authorised financial services provider or a representative carrying on business as— (a) a corporate or unincorporated body, trust or partnership: any natural person responsible for managing or overseeing, either alone or together with others, the activities of that body, trust or partnership relating to the rendering of any financial service; or (b) a corporate body or trust consisting of only one natural person as member, director, shareholder or trustee: that natural person.
Personal Information	Information relating to an identifiable, living natural person and, where applicable, an identifiable existing juristic person.
Special Personal Information	Personal information concerning— (a) the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life or biometric information of a data subject; or (b) the criminal behaviour of a data subject, to the extent that such information relates to— (i) the alleged commission by a data subject of any offence; or (ii) any proceedings in respect of any offence allegedly committed by a data subject, or the disposal of such proceedings.
Child	A natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself.
Product Supplier	Any person who issues a financial product.

2. CONTACT DETAILS AND INFORMATION

ClearGauge Wealth (Pty) Ltd is a private company incorporated in terms of the Companies Act 71 of 2008 and is an authorised Financial Services Provider (FSP No. 55826).

ClearGauge Wealth	
FSP No.	55826
Registration No.	2026/017068/07
Postal Address	34 Jimmy Smith Street, Sandbaai, Hermanus, 7200
Physical Address	34 Jimmy Smith Street, Sandbaai, Hermanus, 7200
Fax Number	N/A
Website	www.cleargaugewealth.co.za
Information Officer	
Contact Name	Werner Hugo Gerber
Telephone	071 494 9405
Email	werner.gerber@cleargaugewealth.co.za
Deputy Information Officer	
Contact Name	No Deputy Information Officer appointed
Telephone	N/A
Email	N/A
Head of Private Body	
Contact Name	Werner Hugo Gerber
Telephone	071 494 9405
Email	werner.gerber@cleargaugewealth.co.za

3. GENERAL INFORMATION

3.1. PURPOSE OF PAIA MANUAL

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA") gives effect to the constitutional right of access to information held by public and private bodies where such information is required for the exercise or protection of any rights.

This PAIA Manual describes the categories of records held by ClearGauge Wealth, the categories of personal information processed by the company, and the procedure that must be followed when requesting access to such records. It also explains the requirements that a request must meet, the applicable fees (where relevant), and the grounds upon which access to records may be refused or partially refused in accordance with PAIA.

This right of access does not apply to records requested for use in criminal or civil proceedings after such proceedings have commenced, where access to those records is provided for under any other law.

This Manual is intended to assist requesters in exercising their rights under PAIA and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). A requester may submit a request for access to records after providing satisfactory proof of identity and, where applicable, payment of the prescribed fees as set out in Annexure D.

3.2. AVAILABILITY OF THE MANUAL

This Manual is available on the ClearGauge Wealth website at www.cleargaugewealth.co.za and may be amended from time to time to reflect changes in legislation or the company's operations.

A copy of this Manual may also be obtained upon written request to the Information Officer using the contact details set out in Section 2. An electronic copy will be provided upon request.

3.3. HOW TO OBTAIN ACCESS TO THE GUIDES TO PAIA AND POPIA

The Information Regulator has compiled the Guide contemplated in section 10 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"), as amended. The Guide contains information that may reasonably be required by a person wishing to exercise any right contemplated in PAIA and POPIA.

Copies of the Guide may be obtained from the Information Regulator using the following contact details:

Information Regulator (South Africa)	
Physical Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Toll-Free	0800 017 160
Website	www.inforegulator.org.za
Email	enquiries@inforegulator.org.za

4. RECORDS OF CLEARGAUGE WEALTH

4.1. SUBJECT CATEGORIES OF RECORDS HELD

This section serves as a guide to the categories of records held by ClearGauge Wealth. Access to these records may be subject to the provisions of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"), the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"), the Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001) ("FICA"), and any other applicable legislation.

The inclusion of a category of records in this Manual does not automatically entitle a requester to access such records. Each request will be considered on its own merits in accordance with the applicable legislation.

4.1.1. HUMAN RESOURCES

ClearGauge Wealth currently employs a single employee, being the Information Officer. As the business grows, additional employment records may be maintained.

Records include:

- Employment contracts;
- Personnel records;
- Leave records;
- Payroll records;
- Employee remuneration and tax records;
- Training and professional development records;
- Performance and disciplinary records (where applicable);
- Correspondence relating to employment; and
- Records maintained in terms of applicable labour and employment legislation.

4.1.2. MARKETING

Records include:

- Marketing material and advertisements;
- Website content;
- Educational articles and publications;
- Client newsletters and marketing communications;
- Social media content;
- Marketing consent records; and
- Website enquiry and analytics records.

4.1.3. FINANCE

Records include:

- Accounting records;
- Financial statements;
- Bank statements;
- Tax records;
- Invoices issued and received;
- Supplier payment records;
- Asset registers (where applicable); and
- Records maintained in terms of the Companies Act and applicable tax legislation.

4.1.4. CLIENT-RELATED

Records include:

- Client identification and FICA documentation;
- Customer Due Diligence (CDD) records;
- Client contact information;
- Financial needs analyses;
- Risk profiling questionnaires;
- Records of Advice (ROA);
- Investment Policy Statements (where applicable);
- Client mandates and authorities;
- Product application forms;
- Investment instructions;
- Portfolio valuations and investment reports;
- Transaction records;
- Correspondence with clients;
- Complaints and complaint resolution records;
- Product provider correspondence;
- Beneficiary nominations (where applicable);
- Tax-related information provided by clients;
- Records relating to the establishment and maintenance of business relationships and transactions as required under FICA;
- Copies of documents obtained for identity verification and regulatory compliance; and
- Any other records maintained in accordance with PAIA, POPIA, FAIS, FICA and any other applicable legislation.

4.2. CATEGORIES OF DATA SUBJECTS

ClearGauge Wealth processes personal information only where it is lawful and necessary to conduct its business, comply with legal and regulatory obligations, or provide financial products and services to clients.

Categories of Data Subjects	Personal Information Processed
Shareholders	Shareholder information, including identity and contact details, shareholding information and statutory records required under the Companies Act.
Directors	Identity and contact details; qualifications; regulatory information; and other information required for corporate governance and regulatory compliance.
Clients (including prospective and former clients)	Identity and contact details; date of birth; marital status; financial information; employment information; banking details; tax information; investment objectives; risk profile; Records of Advice; FICA documentation; transaction records; correspondence; and any other information necessary to provide financial advice and related services. Special personal information may be processed where authorised or required by law.
Product Providers and Product Suppliers	Contact details of representatives; agreements; banking details (where applicable); correspondence; and information necessary to facilitate the provision of financial products and services.
Job Applicants	Identity and contact details; curriculum vitae; qualifications; employment history; references; background verification information (where lawful); and any information voluntarily submitted during the recruitment process.
Employees (current and former)	Identity and contact details; employment records; remuneration and payroll information; tax information; qualifications; training records; leave records; banking details; and any other information required for employment and regulatory purposes.
Contractors and Consultants	Identity and contact details; agreements; banking details; tax information; invoices; and correspondence relating to the services provided.
Suppliers and Service Providers	Business and contact details; agreements; banking details; invoices; tax information; and correspondence.
Website Visitors	IP address; browser and device information; cookies; website usage information; enquiry details submitted through the website; and analytics information.
Marketing Subscribers	Name; contact details; communication preferences; and records of marketing consent.

4.3. RECORDS HELD IN TERMS OF SOUTH AFRICAN LEGISLATION

ClearGauge Wealth maintains records in accordance with applicable South African legislation, including but not limited to the following:

Applicable Legislation
Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)
Companies Act, 2008 (Act No. 71 of 2008)
Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)
Employment Equity Act, 1998 (Act No. 55 of 1998) *(where applicable)*
Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002)
Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001)
Financial Sector Regulation Act, 2017 (Act No. 9 of 2017)
Income Tax Act, 1962 (Act No. 58 of 1962)
Labour Relations Act, 1995 (Act No. 66 of 1995) *(where applicable)*
Pension Funds Act, 1956 (Act No. 24 of 1956) *(where applicable)*
Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
Protection of Personal Information Act, 2013 (Act No. 4 of 2013)
Skills Development Act, 1998 (Act No. 97 of 1998) *(where applicable)*
Unemployment Insurance Act, 2001 (Act No. 63 of 2001) *(where applicable)*
Value-Added Tax Act, 1991 (Act No. 89 of 1991) *(if registered as a VAT vendor)*

5. REQUEST PROCEDURE

5.1. TYPES OF REQUESTERS

A requester is any person who submits a request for access to a record held by ClearGauge Wealth in accordance with PAIA.

There are two categories of requesters:

- Personal Requester; and
- Other Requester.

5.1.1. PERSONAL REQUESTER

A personal requester is a requester seeking access to a record containing personal information about themselves, as contemplated in PAIA and POPIA.

Subject to the provisions of PAIA, POPIA and any other applicable legislation, ClearGauge Wealth will provide access to records containing the requester's own personal information, provided that the request complies with the applicable legal requirements.

Where applicable, the requester will be liable for the prescribed reproduction fees as set out in **Annexure D**.

5.1.2. OTHER REQUESTER

An other requester is any person requesting access to records that do not relate solely to their own personal information, including records relating to third parties.

Such requests will be considered in accordance with the provisions of PAIA. The requester must comply with the prescribed requirements, including the completion of the prescribed request form and payment of any applicable request and access fees.

Where a public body submits a request, it must demonstrate that the requested record is required for the exercise or protection of a right or that access is otherwise authorised under PAIA.

5.2. REQUEST PROCEDURE

5.2.1. SUBMITTING A REQUEST TO ACCESS A RECORD

A requester must comply with the procedural requirements prescribed in PAIA when requesting access to a record held by ClearGauge Wealth.

A request for access to a record must be submitted to the Information Officer using the prescribed **Form 2** (Annexure A) and must be accompanied by:

1. A completed **Form 2**;
2. Proof of the requester's identity;
3. Proof of the capacity in which the requester is acting and written authority to act on behalf of another person, where applicable; and
4. Payment of the prescribed request fee and any required deposit, where applicable.

The prescribed request form must contain sufficient information to enable the Information Officer to identify:

- the requester;
- the record being requested;
- the form of access requested;
- the postal or email address of the requester for correspondence;
- the right the requester seeks to exercise or protect and the reasons why the requested record is required for the exercise or protection of that right; and
- the preferred manner in which the requester wishes to be notified of the outcome of the request.

Where a request is made on behalf of another person, the requester must provide proof, to the reasonable satisfaction of the Information Officer, that they are authorised to act on behalf of that person.

The requester must clearly identify the right that is sought to be exercised or protected. Access to records must be reasonably required for the exercise or protection of that right. Access under PAIA does not extend to records requested for use in criminal or civil proceedings after such proceedings have commenced where access to those records is provided for under another law.

Only records that exist at the time the request is received may be requested under PAIA.

Where a requester is unable to complete the prescribed request form due to illiteracy, disability or any other reasonable cause, the request may be made orally. The Information Officer, or a person designated by the Information Officer, will reduce the oral request to writing and provide the requester with a copy of the written request.

5.2.2. PAYMENT OF PRESCRIBED FEES (IF APPLICABLE)

PAIA provides for two categories of fees:

1. **Request Fee** – payable by an "other requester" before the request is processed, where applicable; and
2. **Access Fee** – payable where access to the requested record is granted. The access fee may include the cost of reproduction, searching for and preparing the record, and any applicable postage or courier charges.

Upon receipt of a request, the Information Officer may require an other requester to pay the prescribed request fee before the request is processed.

Where the search for, and preparation of, the requested record for disclosure is expected to exceed the time prescribed in the PAIA Regulations, the Information Officer may require the requester to pay a deposit towards the prescribed access fee before processing continues.

ClearGauge Wealth may withhold access to the requested record until all applicable fees have been paid, as set out in **Annexure D**.

Where access to a record is granted, the requester must pay the applicable access fee before the record is released.

If a deposit has been paid and the request for access is subsequently refused, the deposit will be refunded to the requester in accordance with PAIA.

5.2.3. NOTIFICATION OF DECISION REGARDING REQUESTS FOR ACCESS TO RECORDS

ClearGauge Wealth will notify the requester of its decision to grant or refuse a request for access to a record within **30 days** after receipt of the request, subject to the provisions of PAIA relating to extensions of time.

The requester will be notified in the manner requested in **Form 2 (Annexure A)**.

Where an extension of time is permitted under PAIA, the Information Officer will notify the requester in writing of the extension, the reasons for the extension, and the period of the extension.

Where a request relates to information concerning a third party, ClearGauge Wealth will comply with the notification requirements and time periods prescribed in PAIA before making a decision regarding access.

5.3. DUTIES OF THE INFORMATION OFFICER REGARDING REQUESTS

5.3.1. DUTY TO RENDER REASONABLE ASSISTANCE

The Information Officer of ClearGauge Wealth will provide such reasonable assistance, free of charge, as may be necessary to enable a requester or data subject to comply with the procedures prescribed by PAIA and POPIA when submitting a request for access to a record or personal information.

5.3.2. REFUSAL OF REQUESTS DUE TO NON-COMPLIANCE

Where a requester or data subject submits a request that does not comply with the requirements of PAIA or POPIA, the Information Officer will not refuse the request solely because of such non-compliance unless the Information Officer has:

(a) notified the requester or data subject of the intention to refuse the request, together with the reasons for the contemplated refusal, and informed the requester or data subject of the availability of assistance to remedy the non-compliance;

(b) afforded the requester or data subject a reasonable opportunity to obtain such assistance;

(c) provided, as far as reasonably practicable, any information necessary to assist the requester or data subject in completing the prescribed request form correctly; and

(d) afforded the requester a reasonable opportunity to confirm or amend the request so that it complies with the requirements of PAIA or POPIA.

5.3.3. REQUESTS TO ACCESS HEALTH RECORDS

Where a request relates to health records and the Information Officer is of the opinion that disclosure of the record to the requester would be likely to cause serious harm to the physical or mental health or well-being of the person to whom the record relates, access will only be granted where the requester satisfies the Information Officer that appropriate counselling or other arrangements have been made before, during or after disclosure to minimise or prevent such harm, as contemplated in PAIA.

5.3.4. ANNUAL REPORTS ON REQUESTS FOR ACCESS TO RECORDS

In terms of section 83(4) of PAIA, the Information Regulator may require the Information Officer of ClearGauge Wealth to submit information relating to requests for access to records received by the company during the relevant reporting period.

5.4. EXTENSION OF THE PERIOD TO DEAL WITH A REQUEST

ClearGauge Wealth may extend the period within which it must notify a requester of its decision to grant or refuse access to a record where permitted by PAIA, including where:

(a) the request is for a large number of records or requires a search through a large number of records, and compliance with the prescribed period would unreasonably interfere with the operations of ClearGauge Wealth;

(b) consultation with another private body or a third party is necessary to decide on the request and cannot reasonably be completed within the prescribed period;

(c) more than one of the circumstances referred to above exists, making compliance within the prescribed period not reasonably possible; or

(d) the requester consents in writing to the extension.

Where the period is extended, the Information Officer will notify the requester in writing, as soon as reasonably possible and within the time prescribed by PAIA, of:

- the period of the extension;
- the reasons for the extension; and
- the requester's rights in terms of PAIA.

5.5. REQUESTS TO ACCESS INFORMATION RELATING TO A THIRD PARTY

Where a requester (other than a personal requester) requests access to records containing information relating to a third party, ClearGauge Wealth will comply with the consultation and notification procedures prescribed by PAIA.

Where required, the third party will be afforded the opportunity to make representations regarding the disclosure of the requested information within the period prescribed by PAIA.

ClearGauge Wealth will consider any representations received before making a decision on the request.

5.6. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If all reasonable steps have been taken to locate a requested record and the record cannot be found or does not exist, the Information Officer will notify the requester by means of an affidavit or affirmation that the requested record cannot be located or does not exist.

The affidavit or affirmation will describe the reasonable steps taken to locate the record, including the enquiries made and the persons consulted.

For the purposes of PAIA, such notification will constitute a refusal of the request.

If the record is subsequently located, the requester will be granted access to the record in the manner requested in **Form 2 (Annexure A)**, unless access is refused in accordance with PAIA.

5.7. ACCESS TO HEALTH RECORDS

Where ClearGauge Wealth grants access to a health record and the Information Officer reasonably believes that disclosure of the record may cause serious harm to the physical or mental health or well-being of the person to whom the record relates, the Information Officer may, before granting access, consult with a health practitioner nominated by the relevant person.

Where the relevant person:

(a) is under the age of 16 years, the nomination must be made by a person having parental responsibilities or rights; or

(b) is incapable of managing their own affairs, the nomination must be made by a person legally authorised to manage those affairs.

If the health practitioner is of the opinion that disclosure would be likely to cause serious harm, ClearGauge Wealth may only grant access where the requester satisfies the Information Officer that appropriate counselling or other arrangements have been made before, during or after disclosure to minimise or prevent such harm.

Before access is granted, the person responsible for providing such counselling or arrangements may be given access to the record where required by PAIA.

5.8. DECISION REGARDING REQUESTS FOR ACCESS TO RECORDS

5.8.1. DECISION TO GRANT ACCESS

If a request for access to a record is granted, the Information Officer will notify the requester in writing. The notice will include:

- the applicable access fee (if any);
- the form in which access to the record will be provided;
- the manner in which access will be granted; and
- the requester's right to apply to a court for appropriate relief regarding the access fee payable or the form of access granted, together with the procedure for lodging such an application.

5.8.2. DECISION TO REFUSE ACCESS

If a request for access to a record is refused, the Information Officer will notify the requester in writing. The notice of refusal will:

- provide adequate reasons for the refusal, including the provisions of PAIA or any other applicable legislation relied upon;
- not disclose the contents of the record itself; and
- inform the requester of the right to apply to a court for appropriate relief and the applicable procedure and time periods.

Without limiting the provisions of PAIA, ClearGauge Wealth may refuse access to records where disclosure would result in the mandatory or discretionary protection of:

- the personal information and privacy of a third party;
- the commercial information of a third party, including:
    - trade secrets;
    - financial, commercial, scientific or technical information, the disclosure of which could reasonably be expected to prejudice the commercial or financial interests of that third party; or
    - information supplied in confidence where disclosure could reasonably be expected to place the third party at a disadvantage in contractual or commercial negotiations;
- confidential information supplied by a third party where disclosure would constitute a breach of a duty of confidence;
- the safety of individuals or the protection of property;
- records that are privileged from production in legal proceedings;
- the commercial information of ClearGauge Wealth, including:
    - trade secrets;
    - confidential financial, commercial, scientific or technical information;
    - information that could reasonably be expected to prejudice the commercial interests of ClearGauge Wealth if disclosed; and
    - computer software or proprietary systems protected by copyright or other intellectual property rights; and
- research information of ClearGauge Wealth or a third party where disclosure could reasonably be expected to prejudice the research or reveal confidential research information.

5.8.3. PARTIAL REFUSAL OF A REQUEST

Where a requested record contains information that may or must be refused in terms of PAIA, but such information can reasonably be separated from the remainder of the record, ClearGauge Wealth will grant access to the remainder of the record.

The portion of the record disclosed will remain subject to the applicable provisions of PAIA relating to the granting of access, including the payment of any prescribed access fees.

The portion withheld will be dealt with as a refusal of access, and the requester will be provided with the reasons for the refusal in accordance with PAIA.

5.8.4. DEEMED REFUSAL OF A REQUEST

If ClearGauge Wealth fails to notify the requester of its decision within the period prescribed by PAIA, or within any lawful extension of that period, the request will be deemed to have been refused for the purposes of PAIA.

5.9. REMEDIES AVAILABLE TO A REQUESTER

5.9.1. INTERNAL REMEDIES

ClearGauge Wealth is a private body and does not have an internal appeal procedure in terms of PAIA.

Accordingly, any decision made by the Information Officer is final. A requester who is dissatisfied with a decision of the Information Officer, including a decision to refuse access to a record, impose an access fee, or extend the period for responding to a request, may exercise the external remedies available under PAIA.

5.9.2. EXTERNAL REMEDIES

Subject to the provisions of PAIA, a requester who is dissatisfied with a decision of the Information Officer may apply to a court of competent jurisdiction or lodge a complaint with the Information Regulator for appropriate relief, within the time periods prescribed by PAIA.

Similarly, a third party who is dissatisfied with a decision of the Information Officer to grant access to a record relating to that third party may apply to a court of competent jurisdiction or lodge a complaint with the Information Regulator in accordance with PAIA.

Further information regarding complaints, request procedures and prescribed forms is available from the Information Regulator:

Website: www.inforegulator.org.za

Email: enquiries@inforegulator.org.za

ANNEXURE A

FORM 2 – REQUEST FOR ACCESS TO RECORD

(REGULATION 7)

The prescribed Form 2 for requesting access to records in terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) is available from the Information Regulator.

Official Information Regulator Form:

https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

ANNEXURE B

FORM 3 – OUTCOME OF REQUEST AND FEES PAYABLE

(REGULATION 8)

The prescribed Form 3, used by private bodies to notify requesters of the outcome of a request and any fees payable, is available from the Information Regulator.

Official Information Regulator Form:

https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf

ANNEXURE C

FORM 5 – COMPLAINT FORM

(Regulation 10)

Any person who wishes to lodge a complaint with the Information Regulator regarding a request made in terms of PAIA may use the prescribed Form 5.

Official Information Regulator Form:

https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf

ANNEXURE D

PAIA FEES SCHEDULE

(In accordance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and the Regulations Relating to the Promotion of Access to Information, 2021.)

Reproduction Fees

Description	Fee
Photocopy or printed black-and-white copy of an A4 page	R2.00 per page (or part thereof)
Printed copy of an A4 page	R2.00 per page (or part thereof)
Copy in computer-readable format – Flash Drive supplied by requester	R40.00
Copy in computer-readable format – Compact Disc supplied by requester	R40.00
Compact Disc supplied by ClearGauge Wealth	R60.00
Transcription of visual images	Cost determined by external service provider
Copy of visual images	R60.00
Transcription of an audio record	R24.00 per A4 page
Audio copy on Flash Drive supplied by requester	R40.00
Audio copy on Compact Disc supplied by requester	R40.00
Audio copy on Compact Disc supplied by ClearGauge Wealth	R60.00
Search and preparation of records (excluding the first hour)	R145.00 per hour or part thereof
Maximum search and preparation fee	R435.00
Postage, courier or electronic delivery	Actual cost, where applicable

Request Fee

Where a requester (other than a personal requester) submits a request for access to records relating to another person, the prescribed request fee of **R140.00** is payable before ClearGauge Wealth will process the request.

Access Fee

Where access to a record is granted, an access fee is payable in accordance with PAIA and the applicable Regulations.

The access fee may include:

- reproduction costs;
- search and preparation costs;
- the cost of producing the record in the requested format; and
- postage, courier or other delivery costs, where applicable.

The applicable fees are those reflected in the Reproduction Fees table above.

Deposits

Where ClearGauge Wealth receives a request for access to records relating to another person and the Information Officer reasonably believes that searching for and preparing the requested records for disclosure will exceed **six (6) hours**, the requester may be required to pay a deposit before the request is further processed.

The deposit shall be equal to **one-third of the estimated access fee**.

If access to the requested record is ultimately refused, any deposit paid will be refunded in accordance with PAIA.

Value-Added Tax (VAT)

ClearGauge Wealth is **not currently registered as a Value-Added Tax (VAT) vendor**.

Should ClearGauge Wealth become registered as a VAT vendor in the future, VAT will be added to the prescribed fees in accordance with applicable legislation.

ANNEXURE E

REQUEST FOR A COPY OF THE PAIA GUIDE

The Information Regulator has published the PAIA Guide contemplated in section 10 of the Promotion of Access to Information Act.

The Guide is available from the Information Regulator.

Official Information Regulator Form:

https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf

Note: The Guide is available directly from the Information Regulator and is **not required to be included as part of this PAIA Manual**. The above link is provided for the convenience of requesters.