

PAIA MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (As amended by the Protection of Personal Information Act 4 of 2013)

1. Introduction

This manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and to give effect to the constitutional right of access to information as provided for in section 32 of the Constitution of the Republic of South Africa. It also incorporates the requirements of the Protection of Personal Information Act 4 of 2013 (POPIA).

The purpose of this manual is to outline the procedures that must be followed in order to request access to records held by H&M Information Management Services (Pty) Ltd and to set out the categories of information which are automatically available without a formal request.

2. Company Details

Name of Company: H&M Information Management Services (Pty) Ltd

Registration Number: 2023/606164/07

Physical Address: 125 Thompson Street, Colbyn, Pretoria

Email: sharvey@docwize.com

Website: <https://docwize.com>

3. Information Officer

In terms of Section 55(2) of POPIA, the Head of the Company, Eddie Henry Harvey, has delegated the responsibilities and powers of the Information Officer to:

Name: Simon Harvey

Designation: Chief Information Officer / Information Officer

Email: sharvey@docwize.com

Address: 125 Thompson Street, Colbyn, Pretoria

4. Guide on How to Use PAIA

A guide to assist persons who wish to exercise their rights of access to information is available from the Information Regulator of South Africa:

Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg

P.O. Box 31533, Braamfontein 2017

Tel: 010 023 5200 | Email: enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

5. Categories of Records Held

The following categories of records may be requested under PAIA. Access to certain records may be restricted if they fall under the grounds for refusal as set out in Chapter 4 of PAIA:

- Company Administration
- Financial Records
- Human Resources
- Information Technology and Security
- Client and Project Files
- Legal and Compliance

6. Records Available Without Request

The following records are automatically available and may be accessed on the Company's website or by written request to the Information Officer:

- Company profile and services
- PAIA Manual (this document)
- POPIA/Privacy Policy

7. Procedure for Requesting Access

Requests must be made on the prescribed request form in the PAIA Regulations and submitted to the Information Officer.

Submission options:

- By email: sharvey@docwize.com
- By post or hand delivery: 125 Thompson Street, Colbyn, Pretoria

The requester must provide sufficient detail to identify the record and the requester, specify the form of access required, state the capacity in which the request is made (if applicable), and pay the prescribed request fee (where applicable).

The Company will notify the requester of its decision within 30 (thirty) days of receiving a valid request. The Company may extend this period once for a further period of up to 30 (thirty) days if justified (e.g., large volume of records, need to consult third parties). If an extension applies, the requester will be notified in writing with reasons.

8. Fees

Fees are prescribed in the PAIA Regulations. A request fee may be payable for non-personal information before a request is processed. If search/reproduction costs exceed a prescribed threshold, the Company may require a deposit before further processing. Reproduction fees apply for copies or electronic transfers. The current fee schedule is available on the Information Regulator's website.

9. Grounds for Refusal

The Company may refuse access to records if the disclosure would infringe on the privacy of a third party, harm the commercial or financial interests of the Company or another person,

prejudice legal proceedings, or reveal confidential research or trade secrets. Written reasons for refusal will be provided.

10. Remedies

If a request for access is refused, the requester may lodge a complaint with the Information Regulator who may investigate and make a binding determination. The requester may also approach a court for appropriate relief.

11. Processing of Personal Information (POPIA Section 18 Notice)

In compliance with POPIA, the Company processes personal information for legitimate business purposes, including client relationship management, employee administration, vendor management, and security. Data subjects include employees, clients, and service providers. Personal information includes contact details, identification numbers, financial information, and correspondence. Recipients include regulators, financial institutions, and service providers. Adequate safeguards such as encryption and access control are applied.

12. Availability of the Manual

This manual is available on request from the Information Officer, at the Company's registered office, and on the Company's website.

13. Updates

This manual will be reviewed annually or as required by changes in law or company operations.

Last Updated: 21 October 2025