1. Purpose

This manual is published in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), read together with the Protection of Personal Information Act 4 of 2013 (POPIA). It tells members of the public and data subjects: what records Merchant Capital Advisory Services (Pty) Ltd. ("Merchant Capital" or "the Company") holds; how to request access to a record under PAIA; how personal information is processed under POPIA and what rights data subjects have; and how to lodge a complaint with the Information Regulator. This manual replaces the previous PAIA-only manual, which predated the Information Regulator taking over PAIA regulatory functions from the South African Human Rights Commission and did not address POPIA at all.

This manual is a complete, standalone description of Merchant Capital's practices for PAIA and POPIA purposes. It does not assume the reader has access to, or knowledge of, any other Merchant Capital document.

2. Company Details

- **Registered name:** Merchant Capital Advisory Services (Pty) Ltd.
- **Registration number:** 2012/217256/07
- **Physical / postal address:** *2 Impala Road, Chislehurston, Johannesburg 2196*
- **General contact:** Tel: 011 217 2880 e-mail: info@merchantcapital.co.za

3. Regulatory Framework

This manual is governed by the Promotion of Access to Information Act 2 of 2000 (PAIA), the Protection of Personal Information Act 4 of 2013 (POPIA), and the Electronic Communications and Transactions Act 25 of 2002 (ECTA). The Information Regulator (South Africa) is the regulator for both PAIA and POPIA matters, replacing the South African Human Rights Commission's former PAIA role.

4. Information Officer and Deputy Information Officer

- **Information Officer:** Dov Girnun, Chief Executive Officer— designated in terms of POPIA and PAIA and registered with the Information Regulator.
- **Deputy Information Officer:** David Reynders, Chief Technology Officer.

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Requests, queries and complaints relating to this manual should be directed to the Information Officer or Deputy Information Officer using the contact details in Section 2.

5. Guide to Using PAIA

The Information Regulator publishes a guide, in terms of Section 10 of PAIA, describing the functions of public and private bodies and how to exercise rights under PAIA. It is available directly from the Information Regulator (see Section 12) and is not reproduced here.

6. Records Held by the Company

In the ordinary course of its business as a merchant funding and advisory services provider, Merchant Capital holds records in the following categories:

- Records relating to prospective, existing and former merchants and clients, including juristic persons, and their directors, members, shareholders, sureties and authorised representatives;
- Employee, contractor and job-applicant records;
- Supplier, service-provider and business-partner records;
- Corporate, financial, governance and statutory records (e.g. incorporation documents, accounting records, board and shareholder minutes);
- Records relating to visitors to the Company's premises, website and digital platforms.

Some of these records are available without a formal PAIA request (for example, standard marketing or public-facing material available on the Company's website). Records containing personal information are processed in accordance with the conditions for lawful processing described in Section 11 of this manual, and are only released to a requester in accordance with PAIA and POPIA.

7. How to Request Access to a Record

1. Complete the prescribed PAIA request form (Form 2, or successor form as prescribed by the Information Regulator under the PAIA Regulations) and submit it to the Information Officer or Deputy Information Officer using the contact details in Section 2. Requesters who are unable to complete the written form may make the request orally.
2. Describe the record requested and the requester's right or interest in it (form of identity, right being exercised or protected, etc.) with sufficient detail to allow the record to be located.

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3. Indicate the preferred form of access (inspection, copy, transcription, etc.) and how the response should be delivered.
4. Pay the prescribed request fee (Section 8) before the request is processed. An impecunious individual requester may apply to the Information Regulator for exemption from the request fee.

The Company will notify the requester of the outcome of the request within the statutory timeframe (Section 10), including the applicable access fee, if any, and the reasons for any refusal.

8. Fees

Fees are prescribed by the Information Regulator under the PAIA Regulations and are payable by every requester unless exempted. As at 10 September 2026, per the Information Regulator's published PAIA fee structure for private bodies:

Item	Fee
Request fee (payable by every requester)	R140.00
Photocopy / printed copy, per page	R2.00
Copy on requester-provided flash drive or CD	R40.00
Copy on Company-provided CD	R60.00
Transcription, per A4 page	R24.00
Search and preparation, per hour or part thereof (first hour free)	R145.00, capped at R435.00
Deposit (where search/preparation exceeds 6 hours)	One-third of the estimated access fee

These figures must be re-verified against the Information Regulator's current published fee structure at each annual review of this manual — PAIA fees are periodically revised by the Regulator.

9. Grounds for Refusal of Access

Access to a record may be refused only on the grounds set out in Chapter 4 of Part 3 of PAIA, including (in summary): mandatory protection of the privacy of a third party who is a natural person; mandatory protection of certain confidential or commercially sensitive information of a third party; protection of the Company's own commercially sensitive information in limited circumstances; legal privilege; and protection of records that would materially prejudice the Company's commercial or financial interests, subject to the public-interest override in section 70 of PAIA. Each refusal is

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considered on its own facts by the Information Officer, and reasons are provided to the requester in writing.

10. Response Timeframes

The Company will respond to a PAIA request within 30 days of receipt, as required by section 56 of PAIA. This period may be extended once, by up to a further 30 days, in the circumstances set out in section 57 of PAIA (e.g. the request is for a large volume of records, or consultation with a third party is required), with written notice to the requester.

11. How Personal Information Is Processed (POPIA)

Merchant Capital processes personal information about merchants, clients, employees, suppliers and other data subjects only in accordance with the eight conditions for lawful processing prescribed by POPIA:

5. **Accountability** — the Company ensures these conditions are met at the time it decides why and how personal information will be processed, and throughout processing. This is exercised through the Information Officer, supported by management.
6. **Processing limitation** — personal information is processed lawfully and reasonably, without infringing the data subject's privacy, and no more of it is collected or used than is adequate and relevant for the purpose. Processing takes place only where the data subject has consented, it is necessary to conclude or perform a contract, it is required by law, it protects a legitimate interest of the data subject, or it is necessary for the Company's or a third party's legitimate interests. Consent may be withdrawn at any time, and a data subject may object to processing on reasonable grounds.
7. **Purpose specification** — personal information is collected for specific, clearly explained and lawful purposes connected to the Company's business (for example, assessing and administering funding applications and agreements, collections, meeting legal obligations, and communicating with merchants), and is not kept for longer than necessary for those purposes.
8. **Further processing limitation** — personal information is not used for a new purpose incompatible with why it was originally collected, unless the data subject consents or another lawful ground applies.
9. **Information quality** — the Company takes reasonable steps to keep personal information complete, accurate and up to date.
10. **Openness** — the Company documents its processing activities and, when collecting personal information, takes reasonable steps to tell the data subject what is being collected, why, whether providing it is optional or required, the consequences of not providing it, and their rights of access, correction and complaint.

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11. **Security safeguards** — the Company protects personal information against loss, damage, unauthorised destruction and unlawful access through appropriate technical and organisational security measures, and requires any third party that processes personal information on its behalf to maintain equivalent safeguards under a written contract.
12. **Data subject participation** — a data subject may, free of charge: ask the Company to confirm whether it holds personal information about them; ask for a copy or description of that personal information, including which third parties have had access to it; and ask the Company to correct or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, unlawfully obtained, or that the Company is no longer entitled to keep.

Requests exercising any of these rights are handled by the Information Officer or Deputy Information Officer, using the contact details in Section 2. Where such a request is, in substance, a request for a copy of a record (rather than confirmation, correction or an objection), it is processed as a PAIA request under Sections 7–10 of this manual.

Where the Company becomes aware that personal information has, or may have, been accessed or acquired by an unauthorised person, it will notify the Information Regulator and, where reasonably possible, the affected data subjects, as soon as reasonably possible, in accordance with section 22 of POPIA.

12. Lodging a Complaint with the Information Regulator

A requester or data subject who is dissatisfied with the Company's handling of a PAIA request or a POPIA data-subject-rights matter may lodge a complaint with the Information Regulator:

- Information Regulator (South Africa)
- Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
- General enquiries: enquiries@inforegulator.org.za
- Telephone: 010 023 5200 (toll-free 0800 017 160)
- Website: inforegulator.org.za (complaints are lodged via the Regulator's published complaints channel/eServices portal)

The Information Regulator's contact details above were verified 9 Sep 2026 and should be re-checked at each annual review — the Regulator's offices previously operated from Braamfontein and have since relocated to Woodmead.

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13. Availability of this Manual

This manual is available on Merchant Capital's website and may be requested in hard copy from the Information Officer or Deputy Information Officer free of charge.

Approved by

Name	Title	Date
David Reynders	Chief Technology Officer / Deputy Information Officer	10 September 2026
Robert McLean	Head of Technology	10 September 2026
S.M. Mathabatha	Cyber Risk & Support Manager	09 September 2026

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