PAIA Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)

Effective date: 19 October 2026

Entity: Finvoke,

Registration No. 2021/903884/08

Registered address: 15 Beyers Office Park, 4210 Bosbok Road, Randpark Ridge, 2169

This document was prepared as a compliance aid and must be reviewed and signed off by Finvoke's legal advisor before publication.

This manual is prepared by Finvoke (“Finvoke”, “we”, “us”, or “our”) in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). PAIA gives effect to the constitutional right of access to information, and requires private bodies to make available a manual describing the records they hold and how a requester can apply for access to those records.

This manual also briefly describes how Finvoke processes personal information, including information submitted through the enquiry form on our website, in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). It should be read together with our Privacy Policy, which addresses the processing of personal information in more detail.

1. Contact Details Of The Private Body

Legal name	Finvoke (Pty) Ltd
Trading name	Finvoke
Registration number	2021/903884/07
Physical address	15 Beyers Office Park, 4210 Bosbok Road, Randpark Ridge, 2169
Postal address (if different)	PO Box 1684, Sundowner, Gauteng, 2161
General contact email	cirsten@finvoke.co.za
General contact phone	0848985352
Website	www.finvoke.co.za

2. Contact Details Of The Information Officer

Information Officer

Name	Cirsten Claassen
Email	cirsten@finvoke.co.za
Phone	0848985352

Deputy Information Officer (if any)

Name	Christelle Badenhorst
Email	christelle@finvoke.co.za
Phone	0673171447

3. Categories Of Records Held

As an accounting services firm, Finvoke typically holds the following broad categories of records, in addition to the personal information described in our Privacy Policy:

- Corporate and statutory records of Finvoke, such as company registration documents and records of directors or members
- Enquiry and prospective client records, including information submitted through the enquiry form on our website
- Client engagement records, such as engagement letters, service agreements, and client onboarding information
- Records held in the course of providing accounting services to clients, such as ledgers, financial statements, management accounts, and supporting documents
- Tax records and correspondence prepared or handled on behalf of clients
- Payroll records, where payroll services are provided
- Finvoke's own financial and accounting records, including invoices, payment records, and tax records
- Employee and human resources records, where applicable
- Marketing and website records
- Correspondence with regulators, professional bodies, and professional advisors

4. Records Available Without A Formal Request

The following categories of records are generally available without a person having to submit a formal PAIA request:

- Content published on our website, including this manual, our Privacy Policy, and our Terms of Use
- General marketing material and service information published for public or promotional purposes
- Information about the company that is publicly available through the Companies and Intellectual Property Commission (CIPC)

5. How To Submit A Request For Access

A request for access to a record held by us must be made using the prescribed form for requesting access to a record of a private body (PAIA Form 2), available from the Information Regulator. The completed form, together with sufficient detail to enable us to identify the record and the requester, must be submitted to our Information Officer at the contact details in Section 2 above.

A prescribed request fee may apply, as set out in the Regulations made under PAIA. We do not set our own fee schedule. The applicable fees are those published by the Information Regulator from time to time.

6. Process And Timelines

On receiving a request, our Information Officer will consider it and decide whether to grant or refuse access, in whole or in part. We will notify the requester of this decision, including the reasons for it and any applicable fees, within 30 days of receiving the request, as required by section 56(1) of PAIA.

In limited circumstances set out in section 57 of PAIA, this 30-day period may be extended by a further period. Where this happens, we will notify the requester of the extension and the reason for it before the initial period expires.

7. Grounds On Which A Request May Be Refused

A request for access may be refused on the standard grounds set out in Part 3 of PAIA, which include:

- Mandatory protection of the privacy of a third party whose personal information appears in the record
- Legal professional privilege
- Trade secrets, or confidential financial or commercial information, belonging to Finvoke or to a third party, which includes information we hold about our clients in the course of providing accounting services
- Records related to ongoing negotiations
- Any other ground for refusal set out in Part 3 of PAIA

Where access is refused, we will provide the requester with adequate reasons for the refusal, as required by PAIA.

8. How To Escalate

If a request is refused, or if we fail to respond within the applicable time period (which is treated as a deemed refusal under PAIA), the requester may lodge a complaint with the Information Regulator, or apply to a court for appropriate relief.

The Information Regulator (South Africa)

Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
General enquiries	enquiries@inforegulator.org.za
Telephone	010 023 5200
POPIA complaints	POPIAComplaints@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	inforegulator.org.za

This manual will be reviewed and updated periodically to reflect changes in the records Finvoke holds or in applicable law. This manual was last updated on 19 October 2026.