



DEACON AND ASSOCIATES CC

*CK94-33218-23
Member: Paul Deacon, ISP No: 3434*

PAIA MANUAL

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

**DATE OF COMPILATION: 26/12/2011
DATE OF REVISION: 06/05/2024**

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TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer;
1.3	“IO“	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended);
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

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- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DEACON AND ASSOCIATES CC

3.1. Chief Information Officer

Name: PAUL JAMES DEACON
Tel: 0117920511
Email: paul@deaconfinancial.co.za

3.2. Deputy Information Officer

Name: INGRID DEACON
Tel: 0117920511
Email: ingrid@deaconfinancial.co.za

3.3 Access to information general contacts

Email: info@deaconfinancial.co.za

3.4 National or Head Office

Postal Address: 11 Barbara Close
Bromhof
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Physical Address: 11 Barbara Close
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Telephone: 0117920511

Email: info@deaconfinancial.co.za

Website: deaconfinancial.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. the manner and form of a request for-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

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- 4.3.3.1. access to a record of a public body contemplated in section 11³; and
- 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

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- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
- 4.5.1. upon request to the Information Officer;
- 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 4.6.1. English and Afrikaans

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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5. CATEGORIES OF RECORDS OF DEACON AND ASSOCIATES CC WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These records are mostly available on the website and a person may download or request telephonically or by sending an email or a letter.

Category of records	Types of the Record	Available on Website (when it is launched)	Available upon request
Certain documents posted on website	Mostly information-type records	X	X
Statutory Disclosures	FAIS	X	X
Section 13 Certificates	FAIS	X	X

6. DESCRIPTION OF THE RECORDS OF DEACON AND ASSOCIATES CC WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The records which are created and available in accordance with any of the South African legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPI Policy	Protection of Personal Information Act (or POPI Act or POPIA)
Treating Customers Fairly Policy	TCF is a regulatory framework set by the Financial Sector Conduct Authority (FSCA)
Conflicts of Interest Policy	Section 3A(2)(a) of the FAIS General Code of Conduct ("GCOC)
Statutory Disclosures	The Financial Advisory and Intermediary Services (FAIS) Act

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Section 13 Certificates	Section 13(1)(c) of the FAIS Act
Complaints Process	The Financial Advisory and Intermediary Services (FAIS) Act

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY OF DEACON AND ASSOCIATES CC

The subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan, Business Plan
Human Resources	- HR policies and procedures - Advertised posts - Employees records
Client records	- Personal documents belonging to clients - Record of advice Emails and other communications with clients
Service Providers records	- Agreements with Service Providers - Emails and other communications with SP Product training material

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

We require certain personal information from clients, to put us in the position of knowledge so that we can appropriately advise the client, with regards to the various products and services we provide. We use personal information to determine what product or service best suits the needs of the clients.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

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Categories of data subjects and the description of the nature or categories of the personal information to be processed.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	<ul style="list-style-type: none">- Name- Address- Contact details- ID / Company Registration number- Occupation- Marital status- Banking details Communications with client, including Minutes of Meetings and Record of Advice
Service Providers	<ul style="list-style-type: none">- Name- Company Registration number- VAT number if applicable- Address- Contact details- Website – particularly broker site- Products and supporting documents- Product training materials Communications with SP
Employees	<ul style="list-style-type: none">- Name- Address- Contact details- ID number- Marital status- Banking details- Job experience Qualifications and certificates

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8.3 The recipients or categories of recipients to whom the personal information may be supplied

The person or category of persons to whom the body may disseminate personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
ID number and name – criminal checks	South African Police Services
Qualifications and certificates – qualification verifications	South African Qualifications Authority
Credit and payment history – credit information	Credit Bureaus
Client details – Complaints to Ombud	Ombudsman

8.4 Planned transborder flows of personal information

Deacon and Associates stores personal information in the cloud – Dropbox. We are not aware which country this information is stored.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.

Deacon and Associates stores personal data on BIAS, an encrypted database, which is further backed-up on an external hard drive weekly. All computers are equipped with anti-virus and anti-malware programs and updated ongoingly. All computers are password protected. We password protect documents sent out to the clients. The anti-virus system mostly used is Microsoft Defender. Further, staff has training with regards to Cyber threats, and clicking on unknown links in emails. The email system is equipped with the “spambucket” where the email system isolates suspicious emails.

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9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.deaconfinancial.co.za, if any;

9.1.2 head office of Deacon and Associates CC for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of Deacon and Associates CC will on a regular basis update this manual.

Issued by

A handwritten signature in black ink, appearing to be 'Paul James Deacon'.

PAUL JAMES DEACON

Key Individual

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