

**GUIDESURE CONSULTANTS (PTY)
LTD.**

FSP: 45530

PAIA

**GUIDESURE
WEBSITE**

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

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

(Section 51 of the Promotion of Access to Information Act, 2 of 2000, as amended)

1. Introduction

This PAIA Manual is prepared in accordance with **Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA)** and the **Protection of Personal Information Act, 4 of 2013 (POPIA)**.

The purpose of this manual is to provide information on how to access records held by **Guidesure Consultants (Pty) Ltd**, a registered Financial Services Provider.

2. Company Details

Company Name: Guidesure Consultants (Pty) Ltd

FSCA FSP Number: 45530

Physical Address: 178 Wildekweeper Avenue, Wonderboom, Pretoria, 0182

Postal Address: 178 Wildekweeper Avenue, Wonderboom, Pretoria, 0182

Telephone: +27 (61) 541 3482

Fax: +27 (86) 522 2564

Email: Mike@guidesure.co.za

Website: www.guidesure.co.za

3. Information Officer

In terms of PAIA and POPIA, the Information Officer is:

Chief Information Officer: Mr GDB Watson

Telephone: +27 (82) 567 6660

Email: Ray@guidesure.co.za

Deputy Information Officer: Mr MJ Jacobs

Telephone: +27 (82) 777 0441

Email: Mike@guidesure.co.za

4. Guide on How to Use PAIA

The **Information Regulator** has published a guide on how to use PAIA, which is available in all official languages and in Braille.

The guide can be accessed at:

<https://www.justice.gov.za/inforeg/>

5. Records Available Without a PAIA Request

The following records are available without submitting a formal PAIA request:

- FSCA FSP licence details
 - POPIA and TCF disclosures
 - Company policies published on the website
 - Public regulatory information
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6. Categories of Records Held

Guidesure may hold records relating to:

- Client information and advice records
- Compliance and regulatory documentation
- Financial and accounting records
- Operational and administrative records
- Supplier and service provider agreements
- Employment and HR records

7. Request for Access to Records

Requests for access to records must be made in writing using the prescribed PAIA request form and submitted to the Information Officer.

Access may be granted or refused in accordance with PAIA, including lawful grounds for refusal relating to confidentiality, personal information, or commercial sensitivity.

8. Fees

Fees for access to records will be charged in accordance with the **PAIA Regulations**, where applicable. A request fee and/or access fee may be payable prior to processing.

9. Protection of Personal Information (POPIA)

Guidesure processes personal information lawfully and securely in accordance with POPIA. Personal information is collected only for legitimate business, legal, and regulatory purposes and is protected through appropriate technical and organisational safeguards.

10. Availability of the PAIA Manual

This PAIA Manual is available:

On the Guidesure website; and

Upon request from the Information Officer during normal business hours.

Last Updated: 01 February 2024

Issued by: Guidesure Consultants (Pty) Ltd – FSP 45530