



Promotion of Access to Information Manual

APEX INVESTMENT CONSULTING SA (Pty) Ltd

January 2025

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APEX INVESTMENT CONSULTING SA (Pty) Ltd

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT

1 Preamble

Section 51 of the Promotion of Access to Information Act No.2 of 2000, (“the Act”), as amended by the Protection of Personal Information Act no. 4 of 2013 (“POPIA”) requires that Apex Investment Consulting SA (Pty) Ltd (“AIC”), as a private body must compile a manual giving information to the public regarding the procedure to be followed in requesting information from Apex Investment Consulting SA (Pty) Ltd for the purpose of exercising or protecting rights in accordance with data protection constraints.

2 Scope and Overview

AIC is a private company duly incorporated in the Republic of South Africa, with registration number 2013/095013/07, and a subsidiary of Apex Group Ltd.

AIC is a financial services provider, registered with the FSCA, FSP 45011. It specialises in the management and consulting of investments administered in collective investment schemes, wrap funds, and employee benefits platforms.

2.1 This manual documents the categories of information held by AIC and aims to assist potential requestors in requesting access to information from Apex Investment Consulting SA as contemplated under the Act.

2.2 The following words or expressions bear the following meanings in this manual:

The Act	means the Promotion of Access to Information Act No.2 of 2000, together with the regulations and rules published in terms of this Act.
Information Regulator	The Office of the Information Regulator has been created to monitor and enforce compliance in relation to both POPIA and

	PAIA and will take over the SAHRC's responsibilities in terms of PAIA in 2021.
Manual	means this manual together with its annexures, as amended from time to time, made available at the offices of Apex Investment Consulting SA Pty Ltd.
Personal information	As defined in Section 1 of POPIA (Protection of Personal Information Act 4 of 2013, as amended from time to time including the regulations promulgated in terms of POPIA) available at Section 1 Definitions - POPIA ;
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; (b) dissemination by means of transmission, distribution or making available in any other form; or (c) merging, linking, as well as restriction, degradation, erasure or destruction of information
Data Subject	means the person (natural or juristic) to whom personal information relates
Responsible Party	means a public or private body or any other person which, alone or in conjunction with others, determines the

	purpose of and means for processing personal information;
Operator	means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;
Requestor	Means the person requesting access to the records.

3 Company details

Apex Investment Consulting SA (Pty) Ltd (“AIC”)

Registration Number: 2013/095013/07

Registered Address: Catnia Building, Bella Rosa Street, Bella Rosa Village, Bellville, Western Cape

Street Address: Catnia Building, Bella Rosa Street, Bella Rosa Village, Bellville, Western Cape

Postal Address: PO Box 3149, Cape Town 8000

Telephone: +27 (0) 21 007 1500

Website: <https://www.apexgroup.com/apex-invest/investment-consulting-south-africa/>

Information Officer	
Name:	Pierre de Klerk
Direct telephone number:	012 460 9580
E-mail address:	pierre.deklerk@apexgroup.com
Physical address:	Catnia Building, Bella Rosa Street, Bella Rosa Village, Bellville
Website:	https://www.apexgroup.com/apex-invest/investment-consulting-south-africa/

4 The Official Guide

- 4.1 The Information Regulator has, in terms of section 10(1) the Act, as amended, updated and made available the revised Guide on how to use the Act (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and POPIA.
- 4.2 The Guide can also be obtained from the website of the Information Regulator (<https://info regulator.org.za>)
- 4.3 Any queries should be directed to:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Website: <https://info regulator.org.za>

Email: enquiries@info regulator.org.za

5 Availability of Manual

- 5.1 This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Apex Investment Consulting SA .
- 5.2 Copies of the manual may be made, subject to the prescribed fees.
- 5.3 The manual is also posted on Apex Investment Consulting SA’s website at <https://www.apexgroup.com/apex-invest/investment-consulting-south-africa/>
- 5.4 A copy of the manual is available to the Information Regulator upon request.

6 Categories of Records Held by AIC

The categories of records held by AIC are listed in the table that follows, according to the respective divisions. A category of record in this Manual does not imply that a request for access to such a record would be granted. All requests for access will be evaluated on a case-by-case basis by the Information Officer. Information that is obtainable via our website is

automatically available and thus there is no need to formally request this in terms of this Manual.

DIVISION	CATEGORY
Company Secretarial and Legal	Statutory company records Minutes and related meeting information Records of executive, board and shareholder decisions, and related documentation Trademark information General agreement documentation Securities and equities Terms of reference for board and board committees Shareholder information Legally privileged material Internal legal opinions Legal policies and procedures
Compliance	Compliance policies and procedures Regulatory licences Regulatory and industry body reports Compliance reports Complaints register Gifts register Training register Conflict of Interest register

DIVISION	CATEGORY
	Fit and proper documentation of Representatives, Key Individuals, and Managers of Collective Investments Schemes
Executive Office	Business continuity plan Strategic plans Research information belonging to AIC, whether conducted itself or commissioned from a third party
Finance	Invoices Finance-related policies and procedures Audit records Annual financial statements Asset register Rental agreements Bank statements Management accounts Tax, VAT and PAYE records Payroll Procurement records Service provider information Professional indemnity insurance Going concern assessment
Human Resources	Employee records

DIVISION	CATEGORY
	<p>Employment contracts</p> <p>Employment-related policies and procedures</p> <p>Health and safety records</p> <p>Employment equity records</p> <p>Training/learning and development records</p> <p>Job applicant information</p> <p>Reports to industry body</p>
Information Technology	<p>Information technology policies and procedures</p> <p>Disaster recovery plan and tests</p> <p>System security tests</p>
Marketing	<p>Market information</p> <p>Media releases</p> <p>Internal publications and newsletters</p> <p>Client communication by e-mail or SMS</p> <p>Advertising and promotional material (including marketing brochures)</p>
Operational	<p>Records provided by clients</p> <p>Records provided by third parties regarding clients</p> <p>Records provided by clients' financial advisors</p> <p>Clients' transactional records</p> <p>Correspondence with clients</p>

DIVISION	CATEGORY
	Service agreements entered into with third parties
Risk	Risk register Risk Tolerance Framework Fraud Risk Register Internal audit plan and reports

7 The Purpose of Processing Personal Information

- 7.1 We may collect, transfer, share and otherwise process your personal information for, or relating to, the purposes of:
- 7.2 Fulfilling and provision of our services, products, or offerings you have requested, and
- 7.3 notifying you about important changes to these services, products, or offerings;
- 7.4 managing your account or our relationship and complying with your instructions or requests;
- 7.5 providing your personal information to our partners responsible for the management of the various portfolios;
- 7.6 detecting and preventing fraud, money laundering and terrorist financing risk in the interest of security and crime prevention;
- 7.7 assessing and dealing with complaints;
- 7.8 operational, marketing, auditing, legal and record keeping requirements;
- 7.9 verifying your identity;
- 7.10 verifying the identifies of beneficial owners of entities; and
- 7.11 carrying out marketing activities;
- 7.12 AIC only processes personal information on any of the following legal basis;
- 7.13 Consent;

- 7.14 for the conclusion and performance of a contract;
- 7.15 to comply with a legal obligation;
- 7.16 to protect a legitimate interest of a data subject;
- 7.17 for the proper performance of a public law duty; and/or
- 7.18 for the pursuance of a legitimate interest of BCI or 3rd party.
- 7.19 AIC will collect, use, and share your personal information in accordance with its Privacy Policy. This policy is available on our website or upon request.

8 Categories of Data Subjects and Personal Information processed by the Company

Categories of data subjects and personal information processed by the Company include the following:

Categories of Data Subject	Personal Information Processed
Clients / Prospective Clients: Natural Persons	Names; contact details; physical and postal addresses; dates of birth; identification numbers; financial information; nationality; confidential correspondence.
Clients / Prospective Clients: Juristic Persons	Names and positions, of contact persons; name of legal entity; physical / postal addresses and contact details; financial information; registration number; founding documents and related information; authorised signatories; information of connected parties and Ultimate Beneficial Owners, special personal information; images; voiceprints.
Contracted Service Providers / Vendors	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; authorised signatories; BEE Certificates.
Employees / Potential Employees / Contracted staff members	Gender; marital status; title; race; age; language; identity number; physical and postal addresses and contact details; financial information; fingerprints; disability status; pregnancy status; shareholder scheme

	information; CVs; proof of qualifications; educational information, employment history, medical history, criminal history, opinions.
Apex Group Companies: Juristic Persons	Name of legal entity; physical / postal addresses and contact details; statutory information; financial information.

9 Records available in terms of other legislation

Records are kept in accordance with such other legislation as is applicable to AIC which includes, but is not limited to, the following:

- 9.1 Income Tax Act 58 of 1962
- 9.2 Financial Advisory and Intermediary Services Act 37 of 2002
- 9.3 Financial Intelligence Centre Act, 38 of 2001
- 9.4 Value Added Tax Act 89 of 1991
- 9.5 Occupational Health and Safety Act 85 of 1993
- 9.6 Labour Relations Act 66 of 1995
- 9.7 Basic Conditions of Employment Act 75 of 1997
- 9.8 Broad-Based Black Economic Empowerment Act 53 of 2003
- 9.9 Employment Equity Act 55 of 1998
- 9.10 Prevention of Organised Crime Act 121 of 1998
- 9.11 Protection of Constitutional Democracy against Terrorism and Related Activities Act No. 33 of 2004
- 9.12 Protection of Personal Information Act no. 4 of 2013
- 9.13 Medical Schemes Act 131 of 1998
- 9.14 Skills Development Levies Act 9 of 1999
- 9.15 Unemployment Insurance Act 63 of 2001

9.16 Unemployment Insurance Contributions Act 4 of 2002

9.17 Companies Act 71 of 2008

10 Information automatically available

10.1 The following categories of records are automatically available for inspection, or photocopying without having to be requested in terms of the Act:

10.1.1 Newsletters

10.1.2 Booklets

10.1.3 Pamphlets / Brochures

10.1.4 Reports of a public nature

10.1.5 Other information intended for public viewing.

10.2 The only fee payable for access to the records listed in this clause 10 is a prescribed fee for reproduction.

11 Recipients or categories of recipients to whom personal information is supplied

AIC ' business and the services you request of us require transfers to many third parties and/or operators in accordance with the purposes listed above and as mentioned in our Privacy Notice and Data Protection Notice. A non-exhaustive list of potential transfers includes:

11.1 Collecting and sending documents for external audits of client entities;

11.2 Collecting and sending documents for external audits of Apex Group entities;

11.3 Publications onto the public record, such as companies registries or beneficial ownership registers;

11.4 Any person with legal or regulatory power that may require such disclosure on legal grounds;

11.5 Service providers engaged by us to help us run our business and in order to effectively perform our Services

11.6 To 3rd parties as agreed with a client or as required or expressly permitted by applicable law;

12 Sharing of AML Information with banks, custodians, brokers, advisors, auditors or portfolio managers

Brokers, Banks, Custodians, Advisors, Auditors and Portfolio Managers may require information on you for their own due diligence to comply with regulations, we share the information you provide to us with them for this purpose.

13 Transborder flow of Personal Information

13.1 As a result of contracting with AIC your personal information will be processed in South Africa in accordance with POPIA. In addition, as an entity which offers goods and services into the European Union or elsewhere, where we process personal information of residents in the Union subject to the GDPR. Your personal information may be processed by any of the Apex Group offices, inside and outside the European Union or South Africa. There are agreements in place between the Apex offices to protect your data to GDPR / POPIA compliant standards. Should you require further information please contact the Information Officer.

13.2 Additionally your data may be entered into our accounting and/or billing systems, and our document management systems and your data may be processed by our sub-processors/sub-operators including our retail investment technology and third party service providers or outsourcing technology companies, including cloud services providers, in such cases, where data is processed outside of the European Union, the appropriate safeguards are in place. It may also be provided externally to banks, regulators, auditors, advisors (including, but not limited to, legal advisors), supervisory or governmental bodies as well as those appointed as directors and shareholders. At your request we will transfer your personal data to a new service provider.

14 Information security measures to protect Personal Information

14.1 AIC is committed to developing appropriate safeguards to ensure that personal information is kept secure and confidential at all times, and is protected against reasonably anticipated threats to its security or integrity, and against unlawful and unauthorised access or use.

14.2 Reasonable technical and organisational measures are implemented for the protection of personal information in the possession of the Company.

14.3 The Company continuously implements and monitors technical and organisational security measures to protect personal information against unauthorised access as well as accident or wilful manipulation, loss or destruction.

15 Request Procedures

Any and all records shall only be made available subject to the provisions of the Act.

- 15.1 Form Of Request
 - 15.1.1 When making a request to access a record, the requester must use the prescribed form (refer to Annexure B), addressed to the head of the body.
 - 15.1.2 The requester must provide sufficient detail on the request form to allow for the identification of the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic.
 - 15.1.3 The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
 - 15.1.4 If a request is being made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request.
- 15.2 Fees
 - 15.2.1 A requester who seeks access to a record containing personal information about the requester is not required to pay the request fee.
 - 15.2.2 Where fees are payable these are detailed in the request form.
 - 15.2.3 If the request is granted, a further fee will be payable for the search, preparation and reproduction of the record.
 - 15.2.4 The requester may lodge an application to the court against the tender or payment of the request fee or may lodge a complaint with the Information Regulator.
- 15.3 Decision
 - 15.3.1 The Company will, within 30 days of receipt of a request, decide whether to grant or decline a request, providing reasons to that effect.
 - 15.3.2 The 30 day period within which the Company has to decide whether to grant or refuse a request may be extended for a further period of not more than 30 days if reasonably required under the circumstances.
 - 15.3.3 If the request for access is refused the requester may lodge an application to court or alternatively, lodge a complaint with the Information Regulator.

15.4 Grounds for Refusal

15.4.1 AIC has the right to refuse a request for information based on any of the following grounds:

- (a) Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- (b) Mandatory protection of the commercial information of a third party, if the record contains:
 - (i) Trade secrets of that third party;
 - (ii) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - (iii) Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- (c) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation;
- (d) Mandatory protection of the safety of individuals and the protection of property;
- (e) Mandatory protection of records which would be regarded as privileged in legal proceedings;
- (f) The information relates to the commercial activities of AIC , which may include:
 - (i) Trade secrets of Apex Investment Consulting SA ;
 - (ii) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Apex Investment Consulting SA ;
 - (iii) Information which, if disclosed, could put Apex Investment Consulting SA at a disadvantage in negotiations or commercial competition;
 - (iv) A computer program which is owned by Apex Investment Consulting SA and which is protected by copyright.
- (g) The research information of AIC or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

- 15.4.2 A request for information that is clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources will be refused.

16 Prescribed fees and forms in respect of Private Bodies

The prescribed fees and form for requests to private bodies, are attached to this manual, marked “Annexure A” and “Annexure B” respectively and are available on the website of the Information Regulator <https://info regulator.org.za/>.

Manual Update

We will update this Manual from time to time, without prior notice. Any amendments will be posted on this page with an updated revision date.

ANNEXURE A: FEE SCHEDULE

GENERAL: VALUE-ADDED TAX

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act 89 of 1991), as vendors may add value-added tax to all fees prescribed in this Annexure.

PART I

FEES IN RESPECT OF GUIDE

The fee for a copy of the guide as contemplated in regulations 2(3)(b) and 3(4)(c) is R0,60 for every photocopy of an A4-sized page or part thereof.

PART II

FEES IN RESPECT OF PUBLIC BODIES

Not applicable to Apex Fund Service

PART III

FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows—

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows—

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffer disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

- (2) For purposes of section 54(2) of the Act, the following applies—
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE B:
FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53 (1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)) [Regulation 10]

A. Particulars of private body

The Head:

.....
.....
.....
.....

B. Particulars of person requesting access to the record

- The particulars of the person who requests access to the record must be given below.
- The address and/or fax number in the Republic to which the information is to be sent must be given
- Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

.....
.....

Identity Number:.....

Postal address:

.....
.....
.....

..... Fax number:

Telephone number:E-mail address:

Capacity in which request is made, when made on behalf of another person:

.....
.....

C. Particulars of person on whose behalf request is made

- This section must be completed ONLY if a request for information is made on behalf of another person

Full names and surname:

.....
.....

Identity number:

.....

D. Particulars of record

- Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....
.....
.....
.....

2. Reference number, if available:

.....

3. Any further particulars of record:

.....
.....
.....

E. Fees

- A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid
- You will be notified of the amount required to be paid as the request fee.
- The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record
- If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason for exemption from payment of fees:

.....
.....
.....

F. Form of access to record

- If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:.....
.....

Form in which record is required:

.....

Mark the appropriate box with an X.

Notes:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

	Copy of record*		Inspection of record
--	-----------------	--	----------------------

2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	View the images		Copy of the images*		Transcript of the images*
--	-----------------	--	---------------------	--	---------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	Listen to the soundtrack (audio cassette)		Transcript of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form:

	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (USB drive/online)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					Yes	No

G. Particulars of right to be exercised or protected

- If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:.....

.....

H. Notice of decision regarding request for access

- You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.



How would you prefer to be informed of the decision regarding your request for access to the record?.....

.....

Signed at this..... day of..... 20.....

.....

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF
REQUEST IS MADE