MyFuture Solutions (Pty) Ltd

Trading as MyFuture Solutions

PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 (as amended), and compiled to comply with the Protection of Personal Information Act, 4 of 2013

Date of compilation	23 September 2026
Date of last revision	23 September 2026
Scheduled review	September 2027
Regulator registration no.	2026-067522

1. Introduction

MyFuture Solutions (Pty) Ltd, trading as MyFuture Solutions ("the Company"), is a private body as defined in the Promotion of Access to Information Act, 2 of 2000 ("PAIA"), and a responsible party as defined in the Protection of Personal Information Act, 4 of 2013 ("POPIA"). The Company is a boutique accounting, tax and advisory practice. Its services include monthly accounting and management reporting, annual financial statement preparation, income tax, VAT and PAYE compliance, tax planning and opinions, payroll, company secretarial work, and business and structuring advisory services for SMEs, entrepreneurs, property investors and trusts.

This manual has been compiled in accordance with Section 51 of PAIA and contains the information that a private body is required to make available. It also reflects the additional information required by Section 17 of POPIA regarding the processing of personal information. Its purpose is to explain what records the Company holds, how a person may request access to those records, and how the Company processes and protects personal information.

PAIA gives effect to the constitutional right of access to information. Any person may request access to a record of the Company where that record is required for the exercise or protection of a right, subject to the limitations and grounds for refusal set out in PAIA.

2. Definitions and abbreviations

IO	Information Officer of the Company
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act, 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act, 4 of 2013
the Regulations	Regulations Relating to the Promotion of Access to Information, 2021
Regulator	The Information Regulator (South Africa)
Requester	Any person requesting access to a record held by the Company
Data Subject	The person to whom personal information relates
Personal Information	Information as defined in Section 1 of POPIA
Processing	Any operation concerning personal information, as defined in POPIA

3. Particulars of the private body and the Information Officer

3.1 The private body

Registered name	MyFuture Solutions (Pty) Ltd
Trading name	MyFuture Solutions
CIPC registration no.	2024/759331/07
VAT number	Not VAT registered
Physical address	14 Beaumont Village, Somerset Ridge, Cape Town, Western Cape, 7130
Postal address	14 Beaumont Village, Somerset Ridge, Cape Town, Western Cape, 7130
Telephone	062 312 6096

Email	john@myfuturesolutions.co.za
Website	www.myfuturesolutions.co.za

3.2 Information Officer

In terms of PAIA and POPIA, the head of a private body is its Information Officer. Requests, enquiries and complaints in terms of this manual must be directed to the Information Officer below.

Information Officer	John Lamley
Capacity	Director
Email	john@myfuturesolutions.co.za
Telephone	062 312 6096
Regulator registration no.	2026-067522

No Deputy Information Officers have been designated at the date of this manual. Should this change, this manual will be updated accordingly.

4. Guide on how to use PAIA (Section 10)

The Information Regulator has, in terms of Section 10 of PAIA, compiled a Guide on how to use PAIA. The Guide contains information reasonably required by a person who wishes to exercise any right under PAIA and POPIA, and is available in each of the official languages.

The Guide may be obtained from the Information Regulator using the contact details below:

Body	The Information Regulator (South Africa)
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
Email	enquiries@inforegulator.org.za
Website	www.inforegulator.org.za

5. Categories of records held by the Company

5.1 Records held by subject / category

- Client records (contact and account details, engagement letters, correspondence, and the accounting, tax, payroll and company secretarial records kept for clients)
- Employee and human-resources records
- Supplier and service-provider records
- Contracts and agreements
- Invoices
- Quotations and fee proposals
- Financial and accounting records
- Identity documents
- Booking records (appointments, meetings and job scheduling)

- Property records
- Statutory and company records (registration, tax and related documents)

5.2 Records automatically available (Section 52)

The Company has not published a notice in terms of Section 52 of PAIA listing categories of records that are automatically available without a formal request. Information voluntarily made public by the Company (for example, general information on its website) may be accessed without a PAIA request. All other records must be requested in accordance with this manual.

5.3 Records held in terms of other legislation

The Company keeps records to comply with other legislation, which may include the Companies Act, the Income Tax Act, the Value-Added Tax Act, the Tax Administration Act, the Financial Intelligence Centre Act, the Labour Relations Act, the Basic Conditions of Employment Act, the Compensation for Occupational Injuries and Diseases Act, the Unemployment Insurance Act, and the Occupational Health and Safety Act. Access to these records is governed by the relevant legislation and by PAIA.

6. Personal information processed (POPIA)

6.1 Categories of data subjects and personal information

The Company processes personal information relating to clients (including the directors, shareholders, members, trustees and beneficiaries of client entities), employees, suppliers and service providers, and directors. Depending on the relationship, this may include names and contact details, identity or registration numbers, tax reference numbers, banking and financial details, income and payroll information, employment-related information, and correspondence.

6.2 Purpose of processing

Personal information is processed to provide and manage the Company's accounting, tax, payroll, company secretarial and advisory services, including preparing financial statements, tax returns and statutory submissions on behalf of clients; to communicate with clients and suppliers; to invoice and manage payments; to fulfil employment obligations; and to comply with legal and regulatory requirements.

6.3 Recipients of personal information

Personal information may be shared with parties such as the South African Revenue Service, the Companies and Intellectual Property Commission, the Master of the High Court and other regulators, auditors and other professional advisers, banks and payment providers, and service providers who assist the Company (such as accounting and payroll software providers), in each case only as necessary and as permitted by law.

6.4 Cross-border transfers

The Company uses cloud-based service providers, including its accounting software provider (Xero), which store and process data on servers that may be located outside the Republic of South Africa. Personal information is therefore transferred across borders in the ordinary course of business. Such transfers take place only in accordance with Section 72 of POPIA, for example where the recipient is subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection, or where another ground in Section 72 applies. Any other cross-border transfer will likewise be carried out in accordance with Chapter 9 of POPIA.

6.5 Security safeguards

The Company takes reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised access and unlawful processing. These include password-protected systems, restricted access to authorised persons, and secure storage of physical and electronic records.

6.6 Rights of data subjects

A data subject may request access to their personal information, request that it be corrected or deleted where legally permissible, object to processing in certain circumstances, and lodge a complaint with the Information Regulator. Requests must be directed to the Information Officer.

7. How to request access to a record

1. A requester must complete the prescribed request form (Form 2 of the Regulations) and submit it to the Information Officer at the contact details in section 3.2.
2. The requester must provide sufficient detail to identify the record and the right that the requester seeks to exercise or protect, and must supply proof of identity.
3. A request fee and, where applicable, an access fee are payable in accordance with the prescribed fee schedule (Annexure B to the Regulations). The current schedule is available from the Information Officer and from the Regulator.
4. The Information Officer will decide on the request within 30 days (which may be extended as provided in PAIA) and will notify the requester of the outcome, including any fees payable, on the prescribed Form 3.

8. Grounds on which a request may be refused

Access to a record may be refused on the grounds set out in Chapter 4 of Part 3 of PAIA. These include, among others, the mandatory protection of:

- the privacy of a third party who is a natural person;
- commercial information of a third party or of the Company;
- information supplied in confidence;
- the safety of persons and the protection of property;
- records privileged from production in legal proceedings; and
- research information of a third party or of the Company.

Where a ground for refusal applies to only part of a record, access will be granted to the remainder of that record.

9. Remedies available

PAIA does not provide for an internal appeal against a decision of the head of a private body. A requester who is dissatisfied with a decision of the Company may:

- lodge a complaint with the Information Regulator; or
- apply to court, in accordance with PAIA, for appropriate relief.

Complaints to the Information Regulator may be lodged through the Regulator's eServices portal or by using the contact details in section 4.

10. Availability of this manual

This manual is available:

- on the Company's website (www.myfuturesolutions.co.za);
- for public inspection at the Company's principal place of business during normal business hours;
- from the Information Officer, on request; and
- from the Information Regulator.

11. Amendments and review

This manual will be reviewed and updated as and when necessary, and at least once a year, to ensure that the information it contains remains accurate and current.

Approved by the Information Officer:

Signature	
Name	John Lamley
Capacity	Director and Information Officer
Date	23/9/2026