

PAIA Manual: Capacity Connect (Pty) Ltd

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This manual is published by Capacity Connect (Pty) Ltd, registration number 2025/583267/07 (the "Company"), as required of a private body under section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), read with the Protection of Personal Information Act 4 of 2013 ("POPIA").

1. Introduction and contact details

1.1 This manual explains how a requester may request access to records held by the Company. Requests and enquiries may be directed to the Information Officer at admin@capacity-connect.com, and at the Company registered address at [registered address to be inserted].

1.2 The Company is a private company that operates the Capacity Connect platform, a business-to-business marketplace facilitating capacity sharing between accounting and related firms.

2. The Information Regulator

2.1 A requester may lodge a complaint with the Information Regulator (South Africa), at info regulator.org.za, and using the Regulator published contact details and forms. The Regulator handles complaints under both PAIA and POPIA.

3. Records held by the Company

3.1 The Company holds, among others: company and statutory records; contracts, including with sub-processors and service providers; platform account and Firm records; verification and compliance records; transactional records, including jobs, quotes, engagement letters, invoices and settlement records; platform audit and evidence records; financial and tax records; employment and human resources records; and marketing records.

3.2 Certain records are held subject to confidentiality obligations owed to Firms and to the protection of personal information under POPIA, and access to them is subject to the grounds for refusal in PAIA.

4. How to request access

4.1 A request for access to a record must be made on the prescribed form and submitted to the Information Officer at admin@capacity-connect.com. The requester must provide sufficient particulars to identify the record and the requester, specify the form of access required, and, where the request is made in the interest of another person, the basis of that interest.

4.2 A requester who seeks records for the exercise or protection of a right must identify that right and explain why the record is required to exercise or protect it.

5. Fees

5.1 The Company may charge the request fee and access fees prescribed under PAIA. The Information Officer will notify the requester of any fee payable before processing the request, and may require a deposit where applicable.

6. Grounds for refusal

6.1 The Company may refuse access on any ground permitted under PAIA, including the mandatory protection of the privacy of a third party who is a natural person, the commercial information of a third party, information held in confidence, and the Company own confidential commercial information, and where disclosure would breach a duty owed to a Firm or a data subject.

7. Processing of personal information under POPIA

7.1 The Company processes personal information as described in its Privacy Policy, which sets out the purposes, the categories of information, the recipients, the cross-border basis, retention, security and data subject rights. A data subject may request access to, or correction or deletion of, their personal information as set out in that Policy and in this manual.

8. Availability of this manual

8.1 This manual is available on the Company website at www.capacity-connect.com and from the Information Officer on request.