



KULA
PARTNERS



PAIA COMPLIANCE NOTICE
KULA PARTNERS (PTY) LTD
FSP 43066



PAIA COMPLIANCE NOTICE

PUBLIC NOTICE

This notice provides a concise overview of how members of the public may request access to records held by Kula Partners under the Promotion of Access to Information Act 2 of 2000 (PAIA). It must be read together with the full PAIA Manual and the prescribed forms.

Document control

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Entity	Kula Partners (Pty) Ltd, FSP 43066
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Responsible business unit	Compliance

1. Commitment to access to information

Kula Partners is committed to transparency, accountability and good corporate governance. Kula Partners recognises the constitutional right of access to information and will facilitate lawful access to records under its control, subject to PAIA, the Protection of Personal Information Act 4 of 2013 (POPIA), and other applicable legal requirements.

Requests are considered fairly and objectively, while protecting privacy, confidentiality, commercially sensitive information and the legitimate interests of clients, employees, business partners and other stakeholders.

2. Purpose and status of this notice

This notice explains, in a concise public-facing format, how a person may request access to Kula Partners records. This notice is not a substitute for the full PAIA Manual. Where there is any inconsistency, the approved PAIA Manual, PAIA and applicable regulations prevail.

3. Right to request access

A requester may seek access to a record held by Kula Partners where the record is required for the exercise or protection of a right. Access may be provided only where the requester complies with the prescribed procedure and no applicable ground of refusal requires or permits Kula Partners to withhold the record.

4. How to submit a request

- Complete the current prescribed PAIA Form 2: Request for Access to Record.
- Identify the right to be exercised or protected and explain why the requested record is required for that purpose.
- Describe the record with sufficient detail to enable Kula Partners to locate it and state the preferred form and manner of access.
- Attach proof of identity. Where a request is made on behalf of another person, attach proof of authority to act.
- Submit the completed form and supporting documents to the Deputy Information Officer using the contact details in section 10 below.

5. Responsible officers

The Information Officer and Deputy Information Officer facilitate requests, provide notices and feedback, determine whether access should be granted in full or in part, ensure approved access is provided timeously and in the correct format, and maintain the PAIA Manual.

6. How requests are assessed

A request may be granted in full, granted in part, or refused in accordance with PAIA. Where only part of a record is protected and the remaining portion can reasonably be separated, the accessible portion may be disclosed.

Grounds for refusing access may include the protection of third-party privacy; confidential or commercially sensitive information; safety and security; legally privileged records; Kula Partners commercial information; and protected research information. Public-interest considerations will be applied where PAIA requires them.

7. Notice, decision and fees

- Kula Partners will acknowledge or notify the requester of any prescribed request fee or deposit that is payable before processing, where applicable.
- A personal requester is not charged a request fee under the approved PAIA Manual.
- Kula Partners will decide the request and notify the requester as soon as reasonably possible and, in any event, within 30 days after receiving a request in the prescribed form, subject to PAIA provisions that may apply.
- If access is granted, the outcome notice will state the access fee, if any, and the form in which access will be provided.
- If access is refused, the outcome notice will provide adequate reasons, identify the relevant PAIA provision and explain the available complaint or court process.
- Where a requested record cannot be found or does not exist after reasonable steps have been taken, the requester will be notified in the manner required by the approved PAIA Manual.

8. If a decision or fee is disputed

A requester may lodge a complaint with the Information Regulator or approach a court, as applicable, regarding a refusal, a request fee or deposit, an access fee, or the form of access granted. The relevant outcome notice will state the applicable procedure and period.

9. Availability of the PAIA Manual and forms

The full PAIA Manual is available on the Kula Partners website, at the Kula Partners head office for public inspection during normal business hours, to a person on request subject to any prescribed copying fee, and to the Information Regulator on request.

The current prescribed PAIA forms, including Form 2 for requesting access and Form 3 for communicating the outcome and fees, should be made available as separate website downloads.

10. Contact details

Deputy Information Officer	Company contact
Ashwin Mutambu ashwin.mutambu@kulapartners.co.za 010 109 1504	Kula Partners (Pty) Ltd Kaya House, Ground Floor 195 Jan Smuts Avenue Parktown North, Gauteng, 2193 +27 10 109 1504