



Nimble

Credit Solutions

PAIA and POPIA Manual

Version 2.3

Dated September 2025



Table of Contents

1. Introduction.....	4
2. Background and Function of Nimble Credit Solutions.....	4
3. POPIA Requirements.....	4
3.1 The 8 Conditions for Lawful Processing.....	4
3.2 Data Subject Rights.....	4
3.3 Ensuring POPIA Compliance.....	4
3.4 POPIA Requests and Complaints.....	5
3.5 Data Breach Notification.....	5
3.6 Information Regulator Contact Details.....	5
4. PAIA Manual.....	5
5. Accessibility of the Manual and Request Forms.....	5
6. Contact Details.....	6
6.1 Section 51 (1) A.....	6
6.2 Section 51 (1) B.....	8
6.3 Section 52 (2).....	8
6.4 Section 51 (1) D.....	8
6.5 Accounting Records.....	8
6.6 Statutory Employee Records.....	9
6.6.1 Employees' Names and Occupations.....	9
6.6.2 Time Worked by Each Employee.....	9
6.6.3 Remuneration Paid to Each Employee.....	9
6.6.4 Date of Birth of Each Employee.....	9
6.6.5 Attendance Register.....	9
6.6.6 Salary and Wages Register.....	9
6.6.7 Industrial Training Records.....	9
6.6.8 Tax Returns of Employees.....	9
6.7 Other Employee Records.....	9
6.8 Movable Property.....	9
6.9 Agreements and Contracts.....	9
6.10 Taxation.....	9
6.11 Insurance.....	9
6.12 Information Technology.....	9
6.13 Sales and Marketing.....	10
6.14 Record Retention and Destruction of Records.....	10
7. Access to Records.....	10
8. Request Procedure.....	10
9. Decision.....	11
10. Grounds for Refusal of Access to Records in Terms of PAIA.....	11
10.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;.....	11
10.2 Mandatory protection of the commercial information of a third party, if the Records contain:.....	11
10.3 Trade secrets of that third party;.....	11
10.4 Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or;.....	11

10.5	Information disclosed in confidence by a third party to Nimble Credit Solutions, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;.....	11
10.6	Mandatory protection of confidential information of third parties if it is protected in terms of any Agreement;.....	11
10.7	Mandatory protection of the safety of individuals and the protection of property;.....	
10.8	Mandatory protection of Records that would be regarded as privileged in legal proceedings;.....	11
10.9	Protection of the commercial information of Nimble Credit Solutions, which may include:.....	
10.10	Trade secrets;	
10.11	Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Nimble Credit Solutions;.....	11
10.12	Information which, if disclosed, could put Nimble Credit Solutions at a disadvantage in contractual or other negotiations or prejudice Nimble Credit Solutions in commercial competition, and/or; Computer programs which are owned by Nimble Credit Solutions, and which are protected by copyright and intellectual property laws;.....	11
10.13	Research information of Nimble Credit Solutions or a third party, if such disclosure would place the research or the researcher at a serious disadvantage, and;.....	11
10.14	Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of Resources;.....	11
10.15	Remedies Available to The Requester Upon Refusal Of a Request For Access Of PAIA.....	11
11.	Internal Remedies.....	12
12.	External Remedies.....	12
13.	Fees.....	12
14.	Protection of Personal Information That is Processed by Nimble Credit Solutions.....	12
15.	Annexure A: POPIA Data Subject Request Form.....	14
16.	Annexure B: Form Two – Request for Access to Record.....	16
17.	Fee Structure.....	18



1. Introduction

The promotion of Access to Information Act, 2000 (the “Act”) gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released. This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

2. Background and Function of Nimble Credit Solutions

Nimble Credit Solutions (Pty) Ltd and its subsidiaries (“Nimble”). Nimble operates in the credit Management market providing a range of solutions across the life cycle of consumer and corporate debt. Our offerings include receivables management, arrears recoveries, debt purchases and ancillary advisory work. With solutions driven by data and delivered through sophisticated technologies, Nimble is a leader in its industry.

3. POPIA Requirements

3.1 Overview of POPIA

The Protection of Personal Information Act, 4 of 2013 (“POPIA”) is South Africa’s data protection law. Its aim is to promote the protection of personal information processed by public and private bodies, and to balance the right to privacy with the right of access to information.

3.2 The 8 Conditions for Lawful Processing

Nimble Credit Solutions is committed to processing personal information lawfully and in line with the 8 conditions set out in POPIA:

1. **Accountability:** We take responsibility for ensuring that personal information is processed in accordance with POPIA.
2. **Processing Limitation:** Information is processed in a lawful and reasonable manner that does not infringe the privacy of the data subject.
3. **Purpose Specification:** Personal information is collected for a specific, explicitly defined, and lawful purpose related to our business activities.
4. **Further Processing Limitation:** Further processing of information is compatible with the purpose for which it was collected.
5. **Information Quality:** We take reasonable steps to ensure that personal information is complete, accurate, not misleading, and updated where necessary.
6. **Openness:** We maintain documentation of all processing activities and provide data subjects with clear information about their personal data.
7. **Security Safeguards:** We use appropriate, reasonable technical and organizational measures to prevent loss, damage, unauthorized destruction, or unlawful access to personal information.
8. **Data Subject Participation:** Data subjects have the right to access, correct, update, or delete their personal information, subject to certain legal and contractual restrictions.

3.3 Data Subject Rights

In terms of POPIA, data subjects have the following rights:

- To be notified that personal information is being collected or that it has been accessed or acquired by an unauthorized person.



- To access their personal information.
- To request correction, destruction, or deletion of their personal information.
- To object, on reasonable grounds, to the processing of their personal information.
- To submit a complaint to the Information Regulator regarding the alleged interference with the protection of personal information.
- To institute civil proceedings for damages resulting from the unlawful processing of personal information.

3.4 Ensuring POPIA Compliance

Nimble Credit Solutions implements the following measures to ensure compliance:

- Appointing an Information Officer (and Deputy, where applicable) responsible for compliance with POPIA.
- Registering the Information Officer with the Information Regulator.
- Conducting regular training and awareness for employees handling personal information.
- Maintaining policies and procedures regarding data protection, data breaches, and information security.
- Conducting regular reviews and updates of processing activities and related documentation.

3.5 POPIA Requests and Complaints

Data subjects may request access to, correction, or deletion of their personal information, or lodge a complaint regarding the processing of their information. Requests and complaints must be submitted in writing to the Information Officer using the contact details provided in this manual.

3.6 Data Breach Notification

Nimble Credit Solutions is required to notify the Information Regulator and affected data subjects of any actual or suspected data breach where there is a risk of harm. We will provide sufficient information to enable affected parties to take protective measures.

3.7 Information Regulator Contact Details

Information Regulator (South Africa):

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

PO Box 31533, Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Email: complaints.IR@justice.gov.za / inforeg@justice.gov.za

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

4. PAIA Manual

Section 51 Manual for Private Bodies

This manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2/2000.

5. Accessibility of the Manual and Request Forms

This manual and all associated request forms are available in alternative accessible formats - including large print, audio, or Braille - upon request. Any person requiring the manual or forms in an accessible format should contact the Information Officer to make the necessary arrangements.



6. Contact Details

6.1 Section 51(1) A

A)

Name of Business: Nimble Group (Pty) Ltd
Registration Number: 2008/ 017612/07
Contact Person: Patrick Smart

Physical Address: 35 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag X1
Woodstock
Cape Town
7951

Telephone: + 27 (0) 21 830 0700
Email: PatrickS@nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://nimblecreditsolutions.co> / <https://Nimblegroup.co.za>

B)

Name of Business: Nimble Credit Solutions 1 (Pty) Ltd
Registration Number: 1969/015054/07
Contact Person: Zivia Koff

Physical Address: 35 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag X1
Woodstock
Cape Town
7951

Telephone: + 27 (0) 21 830 0700
Email: Ziviak@Nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@Nimblegroup.co.za
Websites: <https://nimblecreditsolutions.co.za> / <https://Nimblegroup.co.za>

C)

Name of Business: Nimble Credit Solutions 2 (Pty) Ltd
Registration Number: 2003/032000/07
Contact Person: Zivia Koff

Physical Address: 33 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag X1
Woodstock



Cape Town
7951

Telephone: +27 (0) 21 830 0700
Email: ZiviaK@NimbleGroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://nimblecreditsolutions.co.za/> / <https://Nimblegroup.co.za>

D)

Name of Business: Nimble Credit Solutions 3 (Pty) Ltd
Registration Number: 2007/023715/07
Contact Person: Zivia Koff

Physical Address: 35 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag X1
Woodstock
Cape Town
7951

Telephone: + 27 (0) 21 830 0700
Email: Ziviak@Nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@Nimblegroup.co.za
Websites: <https://nimblecreditsolutions.co.za/> / <https://Nimblegroup.co.za>

E)

Name of Business: Nimble Group Botswana
Registration Number: CO.99/3980
Contact Person: Masego Mwaba

Physical Address: Masa Square
CBD
1st Floor
Gaborone

Postal Address: P/Bag BR 170
Gaborone
Botswana

Telephone: +267 74747260 / 74692650
Email: masegom@nimblegroup.co.za
Websites: <https://nimblecreditsolutions.co.za/> / <https://Nimblegroup.co.za>

F)

Name of Business: Nimble Group Namibia
Registration Number: 99/199
Contact Person: Madeleine Gerber

Physical Address: 8th Floor,
Alexander Forbes House
Independence Avenue
Windhoek

Postal Address: P O Box 23094
Windhoek
Namibia

Telephone: +264 61 289 0004
Email: madeleineg@nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://nimblecreditsolutions.co.za> / <https://Nimblegroup.co.za>

G)

Name of Business: Nimble Credit Fund I
Registration Number: 2014/213040/07
Contact Person: Patrick Smart

Physical Address: 35 Brickfield Road
Saltriver
Cape Town

Postal Address: Private Bag XI
Saltriver
Cape Town
7925

Telephone: +27 (0) 21 830 0700
Email: Patrick@nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://nimblecreditsolutions.co.za> / <https://Nimblegroup.co.za>

H)

Name of Business: Nimble Credit Facility 2 (RF) Proprietary Limited
Registration Number: 2022/521532/07
Contact Person: Patrick Smart

Physical Address: 35 Brickfield Road
Saltriver
Cape Town

Postal Address: Private Bag XI
Saltriver
Cape Town
7925

Telephone: +27 (0) 21 830 0700
E-Mail: Patrick@nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://nimblecreditsolutions.co.za> / <https://Nimblegroup.co.za>

I)

Name of Business: Nimble Group Advisory Services
Registration Number: 2008027045/07
Contact Person: Zivia Koff

Physical Address: 35 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag XI
Woodstock
Cape Town

7951

Telephone: + 27 (0) 21 830 0700
Email: Ziviak@Nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://NimbleCreditSolutions.co.za> / <https://Nimblegroup.co.za>

J)

Name of Business: NORMAN BISSETT AND ASSOCIATES HOLDINGS
Registration Number: 1999/014226/07
Contact Person: Zivia Koff

Physical Address: 35 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag X1
Woodstock
Cape Town
7951

Telephone: + 27 (0) 21 830 0700
Email: Ziviak@Nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://NimbleCreditSolutions.co.za> / <https://NimbleGroup.co.za>

K)

Name of Business: REUNYTE
Registration Number: 2006/015300/07
Contact Person: Zivia Koff

Physical Address: 35 Brickfield Road
Saltriver
Cape Town
7925

Postal Address: Private Bag X1
Woodstock
Cape Town
7951

Telephone: + 27 (0) 21 830 0700
Email: Ziviak@Nimblegroup.co.za
Information Officer and Deputy IO: InformationOfficer@NimbleGroup.co.za
Websites: <https://NimbleCreditSolutions.co.za> / <https://NimbleGroup.co.za>

L)

Name of Business: K2014126501
Registration Number: 2014/126501/07
Contact Person: Patrick Smart

Physical Address: 35 Brickfield Road
Saltriver
Cape Town



7925

Postal Address:

Private Bag XI
Woodstock
Cape Town
7951

Telephone:

+ 27 (0) 21 830 0700

Email:

PatrickS@nimblegroup.co.za

Information Officer and

Deputy IO:

InformationOfficer@NimbleGroup.co.za

Websites:

<https://NimbleCreditSolutions.co.za> / <https://NimbleGroup.co.za>

6.2 Section 51(1) B

Description of the Section 10 Guide:

A Guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all official languages. The Guide is available for inspection at the Human Rights Commission at 29 Princess of Wales Terrace, cnr York and St. Andrews Street, Parktown 2193 and on its website at www.sahrc.org.za.

6.3 Section 52(2)

Records, which are available without a person having to request access in terms of PAIA:

At this stage, no notice(s) has been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

6.4 Section 51(1) D

Records available in terms of other legislation.

Information is available in terms of the following legislation, if and where applicable:

1. Basic Conditions of Employment Act No 75 of 1997;
2. Companies Act No 71 of 2008;
3. Compensation of Occupational Injuries and Diseases Act No 130 of 1993;
4. Debt Collectors Act 114 of 1998;
5. Electronic Communications and Transactions Act No 25 of 2002;
6. Employment Equity Act No 55 of 1998;
7. Financial Intelligence Centre Act 38 of 2001;
8. Income Tax Act No 58 of 1962;
9. National Credit Act 34 of 2005;
10. Labour Relations Act No 66 of 1995;
11. Occupational Health and Safety Act No 85 of 1993;
12. Protection of Personal Information Act 4 of 2013;
13. Promotion of Access to Information Act No 2 of 2000;
14. Skills Development Act 9 of 1999;
15. Skills development Levies Act No 9 of 1999;
16. Unemployment Insurance Act 63 of 2001;
17. Value Added Tax Act No 89 of 1991.



6.5 Accounting Records

1. Annual Financial Statements, including annual accounts and the report of the accounting officer.
2. Accounting records, including supporting schedules to accounting records and ancillary accounting records.
3. Books of Account including journals and ledgers.
4. Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.

6.6 Statutory Employee Records

- 6.6.1 Employees' Names and Occupations.
- 6.6.2 Time Worked by Each Employee.
- 6.6.3 Remuneration Paid to Each Employee.
- 6.6.4 Date of Birth of Each Employee.
- 6.6.5 Attendance Register.
- 6.6.6 Salary and Wages Register.
- 6.6.7 Industrial Training Records.
- 6.6.8 Tax Returns of Employees.

6.7 Other Employee Records

1. Employee Contracts.
2. Maternity Leave Policy.
3. Code of Conduct.

6.8 Movable Property

1. Asset Register.
2. Finance and Lease Agreements.

6.9 Agreements and Contracts

1. Agreements with Shareholders, Officers, or Directors.
2. Acquisition or Disposal Documentation.
3. Agreements with Contractors and Suppliers.
4. Agreements with Customers.
5. Sale Agreements.
6. Purchase or Lease Agreements.

6.10 Taxation

1. Copies of All Income Tax Returns and Other Tax Returns and Documents

6.11 Insurance

1. Insurance Policies.
2. Claim Records.
3. Details of Insurance Coverage, Limits, and Insurers.

6.12 Information Technology

1. Hardware.
2. Operating Systems.
3. Telephone Lines, Leased Lines and Data Lines.
4. LAN Installations.
5. Software Packages.
6. Disaster Recovery.
7. Licenses.
8. Audits.

6.13 Sales and Marketing

1. Products.
2. Customers.

6.14 Record Retention and Destruction of Records

Nimble Credit Solutions retains records, including personal information, for a minimum period of five years, or longer where required by applicable law (such as the National Credit Act, FICA, and POPIA).

Once the retention period has expired, and there is no longer a legal or business need to retain the information, records are securely destroyed or de-identified in accordance with company policy and data protection laws.

7. Access to Records

Records held by Nimble Credit Solutions may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of Nimble Credit Solutions and in this regard, the Act distinguishes between two types of requesters:

7.1 Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, Nimble Credit Solutions will provide the requested information or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by Nimble Credit Solutions.

7.2 Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, Nimble Credit Solutions is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by.



8. Request Procedure

A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record.

The requester must use the prescribed form (*form available from the offices and/or website of the South African Human Rights Commission – www.sahrc.org.za*) to make the request for access to a record. This must be made to the head of the Firm.

This request must be made to the address, fax number or electronic mail address of the Firm.

A requester must state that he or she requires the information to exercise or protect a right and clearly state what the nature of the right is, so to be exercised or protected.

The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right. Nimble Credit Solutions will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this period not be complied with.

The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the way it is required.

If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.

9. Decision

Nimble Credit Solutions will decide whether to grant or decline a request and give notice with reasons (if required) to that effect.

The 30-day period within which Nimble Credit Solutions has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information that has been backup up and stored offsite and the information cannot reasonably be obtained within the original 30-day period.

The information officer will notify the requester in writing should an extension be necessary.

10. Grounds for Refusal of Access to Records in Terms of PAIA

The following are the grounds on which Nimble Credit Solutions may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

- 10.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;
- 10.2 Mandatory protection of the commercial information of a third party, if the Records contain:
- 10.3 Trade secrets of that third party;
- 10.4 Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or;
- 10.5 Information disclosed in confidence by a third party to Nimble Credit Solutions, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party



- in commercial competition;
- 10.6 Mandatory protection of confidential information of third parties if it is protected in terms of any Agreement;
 - 10.7 Mandatory protection of the safety of individuals and the protection of property;
 - 10.8 Mandatory protection of Records that would be regarded as privileged in legal proceedings;
 - 10.9 Protection of the commercial information of Nimble Credit Solutions, which may include:
 - 10.10 Trade secrets;
 - 10.11 Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Nimble Credit Solutions;
 - 10.12 Information which, if disclosed, could put Nimble Credit Solutions at a disadvantage in contractual or other negotiations or prejudice Nimble Credit Solutions in commercial competition, and/or;
Computer programs which are owned by Nimble Credit Solutions, and which are protected by copyright and intellectual property laws;
 - 10.13 Research information of Nimble Credit Solutions or a third party, if such disclosure would place the research or the researcher at a serious disadvantage, and;
 - 10.14 Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of Resources;
 - 10.15 Remedies Available to The Requester Upon Refusal Of a Request For Access Of PAIA.

11. Internal Remedies

While there is no internal appeal process, requesters are encouraged to contact the Information Officer for clarification or to address any misunderstandings prior to pursuing external remedies.

12. External Remedies

In accordance with sections 56(3) (c) and 78 of PAIA, a Requestor may apply to a court for relief within 180 days of notification of the decision for appropriate relief.

13. Fees

The Act provides for two types of fees:

A request fee, (which will be a standard fee) and an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs where applicable. When a request is received by the information officer of, the information officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, if any, before further processing of the request can take place.

If a search for the information is necessary and the preparation and disclosure of the information for disclosure, requires more time than prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit if the request is granted.

The information officer shall withhold information until the requester has paid the fee or fees indicated. A requester whose request for access to information has been granted, must pay an access fee for reproduction, for search, preparation, and for any time in excess of the prescribed hours to prepare the information for disclosure including planning to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.



14. Protection of Personal Information that is Processed by Nimble Credit Solutions

The requester must:

- Provide sufficient particulars to enable Nimble Credit Solutions (Pty) Ltd to identify the record(s) requested and to identify the requester.
- Indicate which form of access is required.
- Specify a postal address or email address of the requester in the Republic; and
- Identify the right that the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, the requester must state that manner and the necessary particulars to be informed in the other manner. If the request is made on behalf of another person, proof must be submitted of the capacity in which the requester is making the request, to the reasonable satisfaction of Nimble Credit Solutions (Pty) Ltd.

NOTE: All requests to access records must be done via the 'PAIA Request for access to Data Form' which can be found on the Nimble Credit Solutions (Proprietary) Limited websites: <https://nimblecreditsolutions.co.za> or <https://Nimblegroup.co.za>

No correspondence will be entered into unless the PAIA request to access information form has been completed.

Fees in Respect of Request for Information

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:
 - (a) For every photocopy of an A4-size page or part thereof R1,10.
 - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
 - (c) For a copy in a computer-readable form on -
 - (i) compact disc R70,00.
 - (d)
 - (i) For a transcription of visual images, for an A4-size page or part thereof R40,00.
 - (ii) For a copy of visual images R60,00.
 - (e)
 - (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00.
 - (ii) For a copy of an audio record R30,00.
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:
5.
 - (a) For every photocopy of an A4-size page or part thereof R1,10.
 - (b) For every printed copy of an A4-size page or part thereof held on a computer or in Electronic or machine-readable form R0,75.
 - (c) For a copy in a computer-readable form on:
 - (i) compact disc R70,00.
 - (d)
 - (ii) For a transcription of visual images, for an A4-size page or part thereof R40,00.
 - (iii) For a copy of visual images R60,00
 - (e)
 - (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00.
 - (ii) For a copy of an audio record R30,00.
 - (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.



6. 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.
7. The actual postage is payable when a copy of a record must be posted to a requester.

15. Annexure A: POPIA Data Subject Request Form (Correction, Destruction, or Objections for the processing of PI)

NOTE: This form is to be used by a data subject (or their authorized representative) to request correction, destruction, or objecting of processing of personal information held by Nimble Credit Solutions, in terms of Section 24 of the Protection of Personal Information Act (POPIA).

1. Data Subject Details

Full Names & Surname : _____
ID/Passport Number : _____
Contact Number : _____
Email Address : _____
Postal Address : _____

2. Request Type

(Mark with an X as appropriate)

Request Type

Correction of personal information _____
Destruction of personal information _____
Deletion of personal information _____

3. Details of Information to be Corrected/Destroyed/Objections

Please clearly describe the personal information you wish to correct, destroy, or delete.
Provide supporting documents if necessary.

Description:

Reason for Request:



4. Supporting Documentation

Please attach relevant documents to support your request (e.g., proof of ID, evidence of incorrect information, authority if you are acting on behalf of the data subject).

5. Declaration and Signature

I confirm that the information provided is accurate and complete. I understand that Nimble Credit Solutions may require proof of identity and/or additional information to process this request.

Signature Date: _____

6. For Office Use Only

Received By:

Date Received:

Action Taken / Outcome:

Date Actioned:

Contact/Submission Details

Please submit this form and supporting documents to:

Information Officer: InformationOfficer@NimbleGroup.co.za

For queries: +27 (0)21 003 0244



16. Annexure B: Form 2 – Request for access to Record

REQUEST FOR ACCESS TO RECORD (Regulation 7)

NOTE:

1. Proof of identity must be attached by the requester.
2. If the request is made on behalf of another person, proof of such authorization must be attached.

TO: The Information Officer

InformationOfficer@NimbleGroup.co.za
Nimble Credit Solutions
33 brickfield Road
Saltriver
Cape Town
7925

Mark with an “X”:

- ☐ Request is made in my own name
☐ Request is made on behalf of another person

PERSONAL INFORMATION

Full Names: _____

Identity Number: _____

Capacity (if acting on behalf of another person): _____

Postal Address: _____

Street Address: _____

E-mail Address: _____

Contact Numbers: (Business, Cellular, Fax) _____

If request is made on behalf of another person, provide that person's details (full names, ID number, address, email, contact numbers): _____

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to enable it to be located (attach additional signed pages if necessary).

Description of record or relevant part: _____

Reference number (if known): _____

Any further particulars of the record: _____

TYPE OF RECORD (Mark with an “X”)

- ☐ Written or printed form
☐ Virtual images (e.g., photographs, video, slides)
☐ Recorded words or information (e.g., audio, recordings)
☐ Machine-readable or electronic format

**FORM OF ACCESS (Mark with an “X”)**

- ☐ Printed copy of the record
- ☐ Written or printed transcription of images/soundtrack
- ☐ Copy on flash drive (USB)
- ☐ Copy on compact disc (CD)
- ☐ Cloud share / electronic file transfer

MANNER OF ACCESS (Mark with an “X”)

- ☐ Inspection of record at office of public/private body
- ☐ Postal delivery (postal or street address)
- ☐ Courier
- ☐ Fax
- ☐ Email
- ☐ Cloud-based file sharing

FEES:

A request fee must be paid before the request is processed. An access fee may also be charged. If you believe you qualify for a fee exemption, state the reason below.

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

Right being exercised or protected: _____

Reason why record is required to exercise/protect that right:

PREFERRED METHOD OF CORRESPONDENCE (Mark with an “X”)

- ☐ Postal Address
- ☐ Facsimile
- ☐ Electronic Communication (specify):

SIGNED at _____ on this _____ day of _____ 20_____

Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE ONLY

Reference number: _____

Request received on: _____

Request received by (name and designation): _____

Fees paid (request fee, deposit, access fee, reproduction fee):



17. Fee Structure

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:
 - a) For every photocopy of an **A4**-size page or part thereof **R1,10**.
 - b) For every printed copy of an **A4**-size page or part thereof held on a computer or in electronic or machine-readable form **R0,75**.
 - c) For a copy in a computer-readable form on –
 - (i) compact disc **R70,00**.
 - d) (i). For a transcription of visual images, for an **A4**-size page or part thereof **R40,00**.
(ii) For a copy of visual images **R60,00**.
 - e) (i) For a transcription of an audio record, for an **A4**-size page or part thereof **R20,00**.
(ii) For a copy of an audio record **R30,00**.
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:
 - 1) (a) For every photocopy of an **A4**-size page or part thereof **R1,10**.
(b) For every printed copy of an **A4**-size page or part thereof held on a computer or in electronic or machine-readable form **R0,75**.
 - c) For a copy in a computer-readable form on –
 - (i). Compact disc **R70,00**.
 - d) (i) For a transcription of visual images, for an **A4**-size page or part thereof **R40,00**.
(ii) For a copy of visual images **R60,00**.
(i). For a transcription of an audio record, for an **A4**-size page or part thereof **R20,00**.
 - e) (ii) For a copy of an audio record **R30,00**.
 - 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 the purposes of Section **52(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.



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: a) Your indication as to the required form of access depends on the form in which the record is available. b) Access in the form requested may be refused in circumstances. In such case you will be informed if access will be granted in another form. c) 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 Exists of Visual Images (this includes photographs, slides, video recordings, computer-generated images, sketches etc.):						
☐	View the Images	☐	Copy of the Images	☐	Transcription of the Images	
3. If the Record Consists of Recorded Words or Information Which can be Reproduced in Sound:						
☐	Listen to the Soundtrack (CD Media)	☐	Transcription of Soundtrack (written or printed document)			
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 or Compact Disc)	
* If you requested a copy or transcript of a record (above), do you wish the copy or transcription to be sent to you? A postal fee is payable.					☐ YES	☐ NO
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.						
In which language would you prefer the record?						

Signed at _____ this _____ day of _____ 20_____

**SIGNATURE OF REQUESTER/PERSON
ON WHOSE BEHALF REQUEST IS MADE**