North Pacific (Pty) Ltd

PAIA manual

Manual of North Pacific (Pty) Ltd, prepared under Section 51 of the Promotion of Access to Information Act, 2000 (PAIA), explaining how to request access to records we hold.

Version 1.0. Effective 4 January 2026.

Company details

Name	North Pacific (Pty) Ltd
Registration number	2023/54144/07
Registered address	4 Tsetsebe Avenue, Eldoraigne, Centurion, 0171
Email	admin@northpacific.co.za
Website	northpacificgroup.co.za

Information Officer

Information Officer	Matthew Morgan
Contact	admin@northpacific.co.za

Guide on how to use PAIA

The Information Regulator has published a guide on how to use PAIA and POPIA. It is available on the Information Regulator's website in all official languages, or you may ask us for a copy.

Information Regulator (South Africa)	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
General enquiries	enquiries@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

Records available without a request

- Information on our website, including our FAIS disclosures, complaints resolution policy, conflict of interest management policy, privacy policy and crypto asset risk disclosure.

Records we hold, by category

Company records	Memorandum of incorporation, CIPC documents, minutes and resolutions, share register.
Regulatory records	FSP licence, FSCA correspondence, compliance reports, FICA risk management and compliance programme, Travel Rule records.
Client records	Onboarding and verification documents, account records, trade confirmations, deposits, payouts, withdrawals, communications.
Financial records	Financial statements, accounting records, bank statements, tax records.
Staff records	Employment contracts, payroll, fit and proper records, training and CPD records.
Supplier records	Agreements and correspondence with service providers.
Technology records	System and audit logs, security records.

Records kept under other laws

Including the Companies Act, Financial Advisory and Intermediary Services Act, Financial Intelligence Centre Act, Financial Sector Regulation Act, Income Tax Act, Value-Added Tax Act, Basic Conditions of Employment Act, Labour Relations Act, Protection of Personal Information Act, and the Exchange Control Regulations.

Personal information we process

Our privacy policy sets out the purposes of processing, the categories of people and information, the recipients, planned cross-border transfers and our security measures. It forms part of this manual.

How to request access

- Complete Form 2 (Request for Access to Record), available from the Information Regulator's website or from us.
- Send it to the Information Officer at admin@northpacific.co.za.
- Give enough detail to identify the records and say which right you want to exercise or protect.
- Pay the prescribed request fee and, if access is granted, the access fee, as set out in the PAIA regulations. You do not pay a request fee for your own personal information.
- We will tell you our decision within 30 days. We may extend this once by up to 30 days, and will tell you why.

Grounds for refusal

We may refuse access on the grounds set out in Chapter 4 of Part 3 of PAIA, including to protect the privacy of third parties, commercial information of third parties or of North Pacific, confidential information, the safety of individuals and property, and records privileged from production in legal proceedings.

If your request is refused

You may complain to the Information Regulator or apply to court within 180 days of our decision.

Availability of this manual

This manual is published on northpacificgroup.co.za and is available free of charge on request. This version is effective from 4 January 2026.