

**CX Investments (Pty) Ltd.**

*(t/a CX Ignite (Pty) Ltd.)*

## **Access to Information (PAIA) Manual**

*Last revised: 23 June 2025*

*Approved by:*



*Justine Morgan – CEO and Information Officer*

*Date: 23 June 2025*

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### **1 Introduction**

We respect every person’s constitutional right of access to information. This manual explains which records we hold, which are available automatically, and how you may request any others under PAIA. Publication of the manual does not in itself confer a right of access; each request is still assessed under PAIA’s rules.

### **2 Our details**

<b>Item</b>	<b>Particulars</b>
<b>Legal name</b>	CX Investments (Pty) Ltd.
<b>Trading name</b>	CX Ignite (Pty) Ltd.
<b>Registration no.</b>	2016/430744/07
<b>Principal business</b>	Property investment and business consulting
<b>Physical address</b>	50 Rutland Avenue, Craighall Park, Johannesburg 2196, South Africa
<b>Postal address</b>	50 Rutland Avenue, Craighall Park, Johannesburg 2196, South Africa
<b>Telephone</b>	+27 83 678 2064
<b>Website</b>	<a href="http://www.cxignite.co.za">www.cxignite.co.za</a>

Item	Particulars
<b>Information Officer</b>	<b>Ms Justine Morgan</b> (Director and Information Officer) <ul style="list-style-type: none"> <li>• Tel: +27 83 678 2064</li> <li>• E-mail: justine@cxignite.co.za</li> </ul>
<b>Deputy Information Officer (if appointed)</b>	<i>None at present – the Information Officer carries all duties.</i>

### 3 Guide issued by the Information Regulator

The Regulator’s *PAIA Section 10 Guide* (available in every official language) explains your rights and the procedure for requesting records. It can be obtained directly from:

- Website – [www.inforegulator.org.za](http://www.inforegulator.org.za)
- E-mail – [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)
- Tel – 010 023 5200

### 4 Records automatically available (no formal PAIA request required)

Category	Typical records	Access method
Public company information	Memorandum of Incorporation; directors’ names	BizPortal ( <a href="http://www.bizportal.gov.za">www.bizportal.gov.za</a> )
Marketing material	Brochures, publicly-released circulars, external newsletters	Download or subscribe via <a href="http://www.cxignite.co.za">www.cxignite.co.za</a>
Policies	Privacy Policy; Cookie Policy; Website Terms	<a href="http://www.cxignite.co.za/policies">www.cxignite.co.za/policies</a>
Job opportunities	Vacancies, application forms	<a href="#">LinkedIn</a>

### 5 Records we hold (not automatically available)

We keep the following categories of records in electronic or physical form; access is subject to PAIA and any applicable refusal grounds:

- **Establishment & governance** – shareholder registers, share certificates, board minutes, resolutions
- **Statutory compliance** – SARS returns, CIPC filings, VAT, UIF & WCA records
- **Financial & tax** – annual financial statements, management accounts, bank records, invoices, budgets
- **Contracts & agreements** – client and supplier contracts, NDAs, loan agreements
- **Human resources** – employee files, payroll data, disciplinary records, training logs

- **Client, vendor & marketing** – proposals, project files, CRM data, marketing research
- **Insurance & risk** – policies, claims, correspondence with insurers
- **IT & information security** – asset registers, access logs, data-protection impact assessments
- **Legal & litigation** – pleadings, opinions, settlement agreements

## 6 Records we hold to comply with the law

We retain all records that any South African legislation obliges us to keep – for example, the Companies Act 71 of 2008, Income Tax Act 58 of 1962, VAT Act 89 of 1991, Basic Conditions of Employment Act 75 of 1997 and POPIA (Protection of Personal Information Act 4 of 2013).

## 7 How to request a record

1. **Complete Form 2** (available from the Information Regulator website or on request by e-mailing justine@cxignite.co.za).
2. **Provide sufficient detail** to identify yourself, the record, the right you wish to exercise or protect, and the form of access you prefer.
3. **Submit** the form and the statutory request fee to the Information Officer by e-mail, post or hand delivery at the address above.
4. We will acknowledge receipt and respond in writing within 30 calendar days, either granting access (subject to any access fees) or explaining the refusal.

*Incomplete or incorrectly-completed requests may be refused or delayed.*

## 8 Fees

The following applies to requests:

1. A requestor is required to pay the prescribed fees before a request will be processed;
2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
3. The requester will be informed of the access fee or deposit (if any) which is payable for having access to the records and for the search, reproduction and/or preparation work involved, the account details and of the methods in which payment may be made. In addition, a deposit may be requested which is fully refundable if the application is ultimately refused.
4. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
5. Records may be withheld until the fees have been paid.
6. The fees are available on the website of [the Information Regulator at PAIA Form 3](#) –

7. Outcome of request and of fees payable: Please note that the correct completion and submission of a PAIA Form 3 – Request for access to record does not automatically entitle or allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a category as specified in section 23 (4)(a) of the POPIA read with chapter 4 of PAIA. Please further note that if it is reasonably suspected that a requester has obtained access to a record based on the submission of materially incorrect, false or misleading information, legal proceedings may be instituted against such requester.
8. If a request for access is successful an access fee will be payable for the search, reproduction and/or preparation of records and which will be calculated based on the fee prescribed under PAIA.

## 9 Grounds for refusal

We may refuse access to records in the circumstances set out in PAIA, including (but not limited to):

- Protection of another individual's personal privacy
- Confidential commercial information of a third party
- Our own commercial or proprietary information
- Records privileged from production in legal proceedings
- Security or safety of persons or property
- Unreasonable diversion of our resources to respond to the request

## 10 Remedies if your request is refused

Within 180 days of a refusal you may either:

1. **Lodge a complaint** with the Information Regulator ([PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)); or
2. **Apply to a court** with jurisdiction for appropriate relief.

## 11 Processing of personal information

We process personal information of employees, clients, suppliers and prospective clients mainly for:

- Client service delivery and account management
- HR and payroll administration
- Marketing and business development
- Legal or contractual compliance

Our full Privacy Policy is available on our website or on request from the Information Officer.

## 12 Availability of this manual

- **Electronic copy:** downloadable free of charge at [www.cxignite.co.za/paia](http://www.cxignite.co.za/paia)
- **Hard copy:** available for inspection at our registered office during normal business hours.

## 13 Updates

This manual is reviewed annually and whenever material business or legal changes occur. The latest revision date appears on the cover page.

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### Directors

<b>Name</b>	<b>Identity No.</b>
Ms Justine Marguerite Morgan	7212270267085
Mr Ian Paul David Morgan	6912135893188

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### Prepared by:

*Ms Justine Marguerite Morgan*  
Information Officer  
CX Investments (Pty) Ltd.  
23 June 2025

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*End of Manual*