

PAIA MANUAL

DA VINCI FORENSICS (PTY) LTD

REGISTRATION NUMBER OF COMPANY: 2014/183742/07

Prepared in terms of Section 51 of the Promotion of
Access to Information Act, 2 of 2000 (PAIA), as
amended

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CONTENTS

1. INTRODUCTION	3
2. PURPOSE OF THIS MANUAL	3
3. COMPANY DETAILS	4
4. INFORMATION OFFICER	4
5. GUIDE ON HOW TO USE PAIA	5
6. APPLICABLE LEGISLATION	5
7. CATEGORIES OF RECORDS HELD	6
<i>Corporate Records</i>	6
<i>Financial Records</i>	6
<i>Human Resources Records</i>	7
<i>Client Records</i>	7
<i>Investigation Records</i>	7
<i>Marketing Records</i>	7
8. RECORDS AUTOMATICALLY AVAILABLE	8
9. PROCESSING OF PERSONAL INFORMATION	8
<i>Purpose of Processing</i>	8
<i>Categories of Data Subjects</i>	9
<i>Clients</i>	9
<i>Employees</i>	9
<i>Suppliers</i>	9
<i>Website Visitors</i>	10
<i>Investigation Subjects</i>	10
10. RECIPIENTS OF PERSONAL INFORMATION	10
11. INTERNATIONAL TRANSFERS OF PERSONAL INFORMATION	11
12. INFORMATION SECURITY MEASURES	11
13. REQUEST PROCEDURE	12
14. FEES	12
15. GROUNDS FOR REFUSAL	12
16. REMEDIES AVAILABLE	13
17. AVAILABILITY OF THIS MANUAL	13

1. INTRODUCTION

Da Vinci Forensics (Pty) Ltd ("DVF") is a South African cybersecurity, digital forensics, cybercrime investigation, OSINT investigation and information security consulting company.

DVF provides professional services including:

- Digital forensic investigations
- Cybercrime investigations
- Cryptocurrency and blockchain investigations
- Open Source Intelligence (OSINT) investigations
- Penetration testing
- Vulnerability assessments
- Incident response
- Dark web monitoring
- Managed cybersecurity services
- Cybersecurity awareness training
- Information security consulting
- Website security assessments
- Cybersecurity compliance services

This Manual is prepared in accordance with Section 51 of PAIA and the Protection of Personal Information Act 4 of 2013 (POPIA).

2. PURPOSE OF THIS MANUAL

This Manual assists members of the public to:

- Understand how to request access to records held by DVF.
- Understand the categories of records held by DVF.
- Understand how personal information is processed by DVF.
- Access contact details of the Information Officer.
- Understand the remedies available when access is denied.

- Understand the rights afforded under PAIA and POPIA.

3. COMPANY DETAILS

Registered Name:

Da Vinci Forensics (Pty) Ltd

Registration Number:

2014/183742/07

Website:

www.davinciforensics.co.za

General Email:

forensics@davinciforensics.co.za

Telephone:

021 556 9688

4. INFORMATION OFFICER

In terms of POPIA, the Chief Executive Officer acts as Information Officer.

Information Officer:

Sharon Knowles

Email:

forensics@davinciforensics.co.za

Telephone:

021 556 9688

Physical Address:

Cape Town, Western Cape, South Africa

Postal Address:
33 Libertas Avenue
Tableview
7441
South Africa

5. GUIDE ON HOW TO USE PAIA

The Information Regulator has compiled a Guide on how to use PAIA.

The Guide is available from:

Information Regulator (South Africa)

JD House
27 Siemens Street
Braamfontein
Johannesburg

Website:

www.inforegulator.org.za

Email:

PAIACompliance@inforegulator.org.za

Telephone:

010 023 5200

6. APPLICABLE LEGISLATION

DVF maintains records in accordance with applicable legislation, including but not limited to:

- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013

- Companies Act 71 of 2008
- Cybercrimes Act 19 of 2020
- Electronic Communications and Transactions Act 25 of 2002
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Occupational Health and Safety Act 85 of 1993
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Copyright Act 98 of 1978
- Consumer Protection Act 68 of 2008

7. CATEGORIES OF RECORDS HELD

Corporate Records

- Company registration documents
- Shareholder records
- Governance records
- Corporate policies
- Compliance registers

Financial Records

- Financial statements
- Accounting records
- Tax records
- VAT records
- Banking records
- Invoices and quotations

Human Resources Records

- Employment contracts
- Payroll records
- Personnel files
- Leave records
- Training records

Client Records

- Client agreements
- Statements of work
- Engagement letters
- Investigation reports
- Digital forensic reports
- Penetration testing reports
- Vulnerability assessment reports
- Incident response reports
- Cybersecurity assessments

Investigation Records

- Cryptocurrency investigation reports
- Blockchain analysis reports
- OSINT investigation reports
- Intelligence reports
- Evidence preservation records
- Chain of custody documentation
- Case notes
- Technical analysis reports

Marketing Records

- Website content

- Promotional material
- Training material
- Publications
- Articles and presentations

8. RECORDS AUTOMATICALLY AVAILABLE

The following records may be accessed without a formal PAIA request:

- Company profile
- Service brochures
- Website content
- Public marketing material
- Publicly available articles
- Public contact information
- Public training information
- Published policies

Available via:

- Company website
- Email request
- Telephone request

9. PROCESSING OF PERSONAL INFORMATION

Purpose of Processing

DVF processes personal information for:

- Client onboarding
- Service delivery

- Cybersecurity investigations
- Digital forensic investigations
- Cryptocurrency investigations
- Incident response services
- Contract administration
- Human resource management
- Regulatory compliance
- Legal obligations
- Marketing communications
- Training services

Categories of Data Subjects

DVF processes information relating to:

Clients

- Names
- Identity numbers
- Contact details
- Billing information
- Investigation information

Employees

- Employment information
- Qualifications
- Payroll information
- Contact details

Suppliers

- Company information
- Contact details
- Banking information

Website Visitors

- IP addresses
- Website usage information
- Contact form submissions

Investigation Subjects

Where legally authorised:

- Open source intelligence
- Publicly available information
- Cryptocurrency wallet information
- Technical attribution data
- Digital evidence

10. RECIPIENTS OF PERSONAL INFORMATION

Personal information may be disclosed to:

- Law enforcement agencies
- Regulatory authorities
- Legal representatives
- Courts and tribunals
- Professional service providers
- Cloud service providers
- Technology vendors
- Financial institutions
- Cybersecurity service providers

Such disclosure occurs only where authorised by law, consent, contractual obligation or legitimate business purpose.

11. INTERNATIONAL TRANSFERS OF PERSONAL INFORMATION

DVF may utilise cloud-based technologies hosted outside South Africa.

Personal information may be transferred internationally where:

- Appropriate security safeguards exist;
- Contractual protections are implemented;
- Transfers comply with POPIA requirements.

Countries may include:

- United Kingdom
- European Union member states
- United States
- Australia

depending on service provider infrastructure.

12. INFORMATION SECURITY MEASURES

DVF implements appropriate technical and organisational measures, including:

- Multi-factor authentication
- Endpoint protection
- Encryption technologies
- Secure backups
- Vulnerability management
- Access controls
- Security monitoring
- Incident response procedures
- Network security controls

- Secure cloud environments
- Employee awareness training

13. REQUEST PROCEDURE

Requests for access to records must:

1. Be submitted in writing.
2. Be sent to the Information Officer.
3. Contain sufficient detail to identify:
 - The requester
 - The record requested
 - The right sought to be exercised or protected
 - The reason the record is required

Requests may be submitted to:

forensics@davinciforensics.co.za

14. FEES

Fees will be charged in accordance with PAIA Regulations issued by the Minister of Justice and the Information Regulator.

The requester will be informed of any applicable fees before processing proceeds.

15. GROUNDS FOR REFUSAL

Access may be refused where permitted by PAIA, including:

- Protection of personal information.
- Commercial confidentiality.
- Legal privilege.
- Protection of investigations.
- Protection of cybersecurity information.

- Protection of confidential third-party information.
- Safety and security considerations.
- Protection of intellectual property.

16. REMEDIES AVAILABLE

If a requester is dissatisfied with a decision:

1. A complaint may be lodged with the Information Regulator.

Information Regulator

Website: www.inforegulator.org.za

2. An application may be made to a court with appropriate jurisdiction.

17. AVAILABILITY OF THIS MANUAL

This Manual is available:

- On the company website.
- Upon request from the Information Officer.
- In electronic format.
- For inspection at the company's offices.

APPROVED BY:

Sharon Knowles

Information Officer

Da Vinci Forensics (Pty) Ltd

Date: 17 June 2026