



PAIA Manual

Van Leeuwen Ventures (Pty) Ltd · Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000
Version 1.0 · Effective 9 September 2026

This manual explains what records Van Leeuwen Ventures (Pty) Ltd holds, and how anyone may ask for access to them. PAIA applies to all records, not only personal information.

1. About the company

Van Leeuwen Ventures (Pty) Ltd is a private company registered in South Africa and is a **private body** as defined in PAIA. It develops and operates its own software products, currently the Meer personal budgeting application.

Registration number	2024/253044/07
Registered address	11 Baywood Street, eMalahleni, Mpumalanga, 1035, South Africa
Postal address	As above
Email	hello@vleeuwen.co.za
Website	getmeer.app

2. Information Officer

All requests under PAIA must be directed to our Information Officer, whose appointment is registered with the Information Regulator and may be verified on the Regulator's eServices portal using the registration number below.

Registered with	Information Regulator (South Africa), 9 September 2026
Registration number	2026-066334
Email	hello@vleeuwen.co.za
Address	11 Baywood Street, eMalahleni, Mpumalanga, 1035, South Africa

No Deputy Information Officer has been designated.

3. The Regulator's guide on how to use PAIA

The Information Regulator has published a guide, in terms of section 10 of PAIA, on how to use the Act. It is available free of charge in all official languages from the Regulator:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
P.O. Box 31533, Braamfontein, Johannesburg, 2017

4. Records available without a formal request

The following are freely available on our website and do not require a PAIA request: our Terms of Use, our Privacy Policy, this manual, and general product information.

No notice has been published under section 52(2) of PAIA listing categories of records automatically available for inspection, purchase or copying.

5. Records we hold

Category	Examples
Company and statutory	Certificate of incorporation, CIPC filings, share register, resolutions, annual returns
Financial	Accounting records, financial statements, invoices, bank records, tax and VAT records
Customer	Account details, imported bank statement files, transaction data, budgets, insights, assistant and support conversations, subscription records
Supplier and service provider	Contracts and correspondence with hosting, artificial intelligence, analytics, support and payment providers
Product and technical	Source code, system and security documentation, logs, design material
Intellectual property	Trade marks, brand assets, licences
Correspondence	Email and other communications

6. Records held under other legislation

We keep records as required by, among others, the Companies Act 71 of 2008, the Income Tax Act 58 of 1962, the Value-Added Tax Act 89 of 1991, the Tax Administration Act 28 of 2011, the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002, and the Protection of Personal Information Act 4 of 2013 ("POPIA").

Listing these does not mean the records are automatically available. Access is granted only in accordance with PAIA.

7. Processing of personal information

This section is included as POPIA requires. Fuller detail is in our Privacy Policy at getmeer.app/privacy-policy.

Purpose of processing	To provide the Meer application — categorising transactions, identifying merchants, tracking budgets, calculating insights, answering user questions — and to manage subscriptions, support users, secure the service and meet legal obligations
Categories of data subjects	Users of the Meer application, website visitors, suppliers and service providers
Categories of personal information	Contact and account details, bank statement files, financial transaction data, conversations with us, and usage and device data

Recipients	Service providers acting as operators, in cloud hosting and storage, artificial intelligence, analytics, customer support, and app distribution and billing
Cross-border transfers	Personal information is processed outside South Africa, mainly in the United States, subject to the safeguards in Chapter 9 of POPIA
Security measures	Encryption in transit and at rest, restricted access, and no storage of banking credentials

8. How to request access to a record

Step 1. Complete **Form 2** (Request for Access to Record of Private Body), prescribed under regulation 7 of the PAIA Regulations. The form is available from info regulator.org.za, or we will send you a copy on request at hello@vleeuwen.co.za.

Step 2. Send the completed form to the Information Officer at hello@vleeuwen.co.za, or to the address in clause 2.

Step 3. Your request must give enough detail for us to identify the record and to identify you; state which right you are seeking to exercise or protect and why the record is required for that purpose; state the form of access you want; and give an address in South Africa for our reply. If you are requesting on behalf of someone else, attach proof of your authority.

Step 4. We will decide within **30 days** and tell you the outcome in writing, together with any fee payable. That period may be extended by a further 30 days where the request is for a large number of records or requires a search through records held elsewhere; we will tell you if that happens.

If access is granted, it is given once the access fee is paid. If it is refused, we will give reasons and tell you what remedies are available.

9. Fees

Two fees may apply, both prescribed in the PAIA Regulations:

- a **request fee**, payable when you submit a request, other than for a request for your own personal information — that is free;
- an **access fee**, covering the cost of searching for, preparing and reproducing the record.

Current amounts are those published in Annexure B to the PAIA Regulations. We will tell you what is payable before granting access, and may require a deposit where preparation will take more than six hours.

10. Grounds on which we may refuse

PAIA requires or permits refusal in certain cases. The main grounds are:

- protection of another person's privacy (section 63);
- protection of commercial information of a third party or of the company, including trade secrets (sections 64 and 68);
- protection of information held in confidence (section 65);
- protection of the safety of individuals or of property (section 66);
- protection of records privileged from production in legal proceedings (section 67);
- protection of research information (section 69).

If we refuse, we will give written reasons based only on these grounds. Where part of a record may be released, we will release that part.

11. If you are unhappy with our decision

There is no internal appeal against a decision of a private body. You may lodge a complaint with the Information Regulator using **Form 5**, available at info regulator.org.za, or apply to a court within 180 days of being notified of our decision.

12. Availability of this manual

This manual is available:

- on our website, at getmeer.app;
- at our principal place of business, for inspection during normal business hours, free of charge;
- on request to any person, by emailing hello@vleeuwen.co.za;
- to the Information Regulator on request.

It is reviewed at least once a year and updated whenever our records or processing operations change materially.

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Compiled in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended. Earlier versions available on request.