



# PAIA MANUAL

In terms of Section 51 of

**The Promotion of Access to Information Act 2 of 2000**

(as amended)

**DATE OF FIRST COMPOSITION: 22/09/2021**

**DATE OF LAST REVISION: 22/09/2025**

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## Contact details for access to information from Mande Properties CC

### PAIA Chief Information Officer - PENELOPE SHELLY MANDE

Physical Main <b>Business address:</b>	104 Wavecrest, 305 Beach Road, Seapoint, 8005. Western Cape. South Africa
Telephone number/s:	021 - 4399880
E-mail address:	pennym@eastcoast.co.za

### Access to information on general contacts

**Tel:** 021 - 4399880

**Email:** pennym@eastcoast.co.za

The PAIA Manual of Mande Properties CC is available at 104 Wavecrest, 305 Beach Road, Sea Point, 8225. As well as our Website: <https://www.mandeproperties.co.za/>

### LIST OF ABBREVIATIONS

<b>“CEO”</b>	Chief Executive Officer
<b>“DIO”</b>	Deputy Information Officer.
<b>“CIO”</b>	Chief Information Officer.
<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000( as Amended;)
<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013.

### LIST OF ACRONYMS

<b>“Constitution”</b>	Constitution of the Republic of South Africa 108 of 1996
<b>“PAIA Manual”</b>	Information Manual
<b>“Minister”</b>	Minister of Justice and Correctional Services
<b>“Regulator”</b>	Information Regulator
<b>“Republic”</b>	Republic of South Africa

## 1. Introduction

The Promotion of Access to Information Act, No. 2 of 2000 (PAIA), gives effect to the constitutional right of all, in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("Constitution"), to access any information held by the state and any information that another person has and that is required for the exercise/protection of any rights.

Promoting the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA) can be a confusing process. They can be seen as "information" laws and were both enacted on 1 July 2021, enforced by the same Information Regulator. **PAIA is an "Access" law**, all about access to Information, and POPIA is a "Privacy" law, all about the privacy of personal information. They shouldn't be seen as competing; instead, both are there to **help ensure that data is managed correctly**.

## 2. Purpose of the PAIA manual

Under Section 51 of the PAIA, all private bodies are required to compile an Information Manual (the "PAIA Manual"), which is also helpful to the public.

- 2.1. Check the categories of records held by a business that are available without requiring a formal PAIA request.
- 2.2. Understand **how to request access** to a Business record by describing the subjects on which a Business holds records and the categories of documents held on each topic.
- 2.3. The description of a business's records is available under **any other legislation**.
- 2.4. access all the relevant **contact details of the Information Officer and Deputy Information Officer**, who will assist the public with the records they intend to access.
- 2.5. Read the guide's description of how to use PAIA, as updated by the Regulator, **and how to obtain access to it**.
- 2.6. know if a business will process personal information, what the purpose of processing personal information is, and what the description of the categories of data subjects and the information or categories of information relating thereto is.
- 2.7. Know the description of the **categories of data subjects** and the information or categories relating thereto.
- 2.8. Know the **recipients or categories of recipients to whom the personal information may be supplied**.
- 2.9. know if a Business has planned to transfer or process personal information **outside the Republic of South Africa**, and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. Know whether a Business has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information to be processed.
- 2.11. The forms as set out by the Regulator could be found on their website (20250906): <https://infoeregulator.org.za/paia/>

### PAIA Forms as of the website:

- Form 01: REQUEST FOR A COPY OF THE GUIDE FROM THE REGULATOR - <https://infoeregulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf> [Regulation 2]

- Form 01: REQUEST FOR A COPY OF THE GUIDE FROM AN INFORMATION OFFICER - <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg3.pdf> [Regulations 3]
- Form 02: REQUEST FOR ACCESS TO RECORD - <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf> [Regulations 7]
- Form 03: OUTCOME OF REQUEST AND OF FEES PAYABLE - <https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf> [Regulations 8]
- Form 04: INTERNAL APPEAL FORM - <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form04-Reg9.pdf> [Regulations 9]
- Form 05: COMPLAINT FORM - <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf> [Regulations 10]
- Form 13: REQUEST FOR ASSESSMENT - <https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Request-for-Compliance-Assessment-Form-13.pdf> [Regulations 14(1)]

### 3. Guide on how to use PAIA and how to obtain access to the guide

- 3.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised **Guide on how to use PAIA** (“Guide”), in an easily comprehensible form and manner, as may **reasonably be required by a person who wishes to exercise any right contained in PAIA and POPIA**.
- 3.2. The Guide is available in each of the official languages and in Braille.
- 3.3. The previously mentioned Guide contains the description of-
  - 3.3.1. The objects of PAIA and POPIA.
  - 3.3.2. the postal and street address, phone, and fax number and, if available, electronic mail address of-
    - 3.3.2.1 The Information Officer of every public body, and
    - 3.3.2.2 Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 3.3.3 The manner and form of a request for
  - 3.3.3.1. Access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 3.3.3.2. Access to a record of a private body contemplated in section 50<sup>4</sup>;
- 3.3.4. Assistance regarding PAIA and POPIA is available from the Information Officer (IO) of a public body.
- 3.3.5 the assistance available from the Regulator in terms of PAIA and POPIA.

<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights.*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

3.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

3.3.6.1. An internal appeal.

3.3.6.2. a complaint to the Regulator; and

3.3.6.3. An application with a court against a decision by the information officer of a public body, a decision on internal appeal by the Regulator or a decision of the head of a private body.

3.3.7. The provisions of sections 14<sup>5</sup> and 51<sup>6</sup> Requiring a public body and a private body, respectively, to compile a manual and how to obtain access to a manual.

3.3.8. The provisions of sections 15<sup>7</sup> and 52<sup>8</sup> Providing for the voluntary disclosure of categories of records by public and private bodies, respectively.

3.3.9. The notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> Regarding fees to be paid concerning requests for access and

3.3.10. The regulations made in terms of section 92<sup>11</sup>.

3.4. Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the Regulator's office, during regular working hours.

3.5. The Guide can also be obtained-

3.5.1. Upon request to the Information Officer.

3.5.2. From the website of the Regulator (<https://info regulator.org.za/>).

3.6. A copy of the Guide is also available in the following two official languages for public inspection during regular office hours-

3.6.1 English

3.6.2 Afrikaans

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing the information listed in paragraph 3 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 3 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, voluntarily, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom an access request is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom an access request is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed.

(b) any matter relating to the fees contemplated in sections 22 and 54.

(c) any notice required by this Act.

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

**The SA Information Regulator Address:** Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2001

**General enquiries email:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

**Complaint's email:** [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za) & [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

**4. Categories of records of Mande Properties CC are available without a person having to request access by completing a form.**

Category of records	Types of Records	Available on the Website	Available upon request
PAIA Manual	Guidance for Property Practitioners & Clients	x	x
POPIA Compliance Framework	Guidance for Property Practitioners		x
FICA Manual	Guidance for Property Practitioners		x
Code of Conduct: AUTHORITY	Guidance for Property Practitioners		x

**5. Description of the records of Mande Properties CC which are available under any other legislation**

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Compliance Framework	Protection of Personal Information Act of 2013
FICA Manual & records	Financial Intelligence Centre Act 38 of 2001
Code of Conduct: AUTHORITY	Property Practitioners Act, 2019 (Act 22 of 2019) & PP Regulations 2022
Memorandum of incorporation	Companies Act 71 of 2008

**6. Description of the subjects on which the body holds records and categories of records held on each topic by the Mande Properties CC.**

Subjects on which a Business holds records	Categories of records
Strategic Documents, Plans, Proposals	Strategic Plan, Annual Performance Plan.
Companies Act Records	<ul style="list-style-type: none"> <li>✓ All trust deeds – No trust deeds ( Share Certificates are held at the Share Registry offices in Durban), Documents of Incorporation /Index of names of Directors / Memorandum of Incorporation/ CIPC Documents with Members of the CC</li> <li>✓ Share certificates/Registers and other statutory registers.</li> <li>✓ Records relating to the appointment of:</li> </ul>

Subjects on which a Business holds records	Categories of records
	<ul style="list-style-type: none"> <li>✓ Auditors / Members</li> <li>✓ Resolutions / Special Resolutions</li> </ul>
Income Tax Records	<ul style="list-style-type: none"> <li>✓ VAT</li> <li>✓ PAYE Records- Documents to employees' income tax and payments made to SARS on behalf of employees</li> </ul>
Financial Records	<ul style="list-style-type: none"> <li>✓ Copy of payment confirmation from a client when a transaction is completed.</li> <li>✓ Banking details and bank accounts for payment requirements to an owner if applicable /Accounting &amp; Banking Records</li> <li>✓ Debtors / Creditors' statements &amp; invoices / Rental Agreements/ Mandates</li> </ul>
AUTHORITY & Training Records of firm.	<ul style="list-style-type: none"> <li>✓ FFCs</li> <li>✓ Training Manuals / Records</li> </ul>
IT Department	<ul style="list-style-type: none"> <li>✓ Information security policies/standards/procedures</li> <li>✓ Information technology systems/user manuals/user policy documentation / Hardware asset registers</li> <li>✓ Software licensing / System documentation/manuals</li> <li>✓ Project implementation plans</li> <li>✓ Computer / mobile device usage policy documentation</li> </ul>

## 7. Processing of personal information

### 7.1. Purpose of Processing Personal Information

*We only collect the minimum amount of information relevant to the purpose. If you interact with us online, the personal information we collect depends on whether you visit our website, require our services, call in, or are referred by one of our clients. When you visit our website, your browser automatically transmits specific data, including the time of your visit, the data transmitted, and your IP address.*

- ☐ *If you use our services, we require personal information to fulfil the requirements of that service. (Including FICA documents, when applicable )*
- ☐ *We typically collect ID's of the names and contact details with proof of street address and FICA forms to complete of guests and owners if a transaction takes place, as well as their needs and requirements, when assisting them in letting timeshare units or weeks in the resort and with owners a copy of the their timeshare levy statements and proof of bank letter if payment is applicable if a unit and week has been rented out or a week has been sold, in which case we also require a copy of the share certificate from an owner, with original to be couriered to the Share Registry offices for a transfer to be effected.*

### 7.2. Description of the categories of Data Subjects and the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Owner/Guest/Seller / Buyer	Name, Surname, And Maiden Name Identification Numbers/ Copy of IDs Married/Single Status. E-Mail Address Proof of Physical Address



Categories of Data Subjects	Personal Information that may be processed
	Telephone Number/S Banking Details
Service Providers	Names, Registration Numbers, VAT numbers, Addresses, and Bank Details

**7.3. The recipients or categories of recipients to whom the personal information may be supplied**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity numbers and names Name, Surname, Maiden Name Identification Number/S Married/Single Status. E-Mail Address Physical Telephone Number/S Financial & Banking Details	Fica Resort admin departments, Resort guest services. Share Registry transfer department RCI and Sunswop (exchange organisations)

**7.4. Planned transborder flows of personal information**

Type of personal information	Transborder flows / storage.
Name, Surname, And Maiden Name Identification Number/S Married/Single Status. E-Mail Address Physical / Postal Address / Erf Number / Complex Details Telephone Number/S Financial & Banking Details	OneDrive: Cloud Storage.

**7.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

- We restrict, secure, and control all our information against unauthorised access, interference, modification, damage, loss, or destruction, whether physical or electronic.
- ✓ We will conduct periodic safety and security risk assessments to ensure compliance with relevant requirements. These assessments will be discussed at our monthly staff meeting, allowing all personnel to provide input.
  - ✓ My partner and I must be informed and trained to comply with the POPI Act, and this training must be ongoing and up to date.
  - ✓ We do everything we can to prevent personal information from falling into unauthorised hands.

- ✓ Our business premises, where records are kept, remain protected by access control and burglar alarms through the concierge area of the building as well as in locked cupboards with padlocks and locked inside another locked door in a secure location.
- ✓ All our laptops, phones and computer networks are protected by passwords which we change regularly.
- ✓ We utilise Outlook 365 business emails with multi-factor authentication on our mobile devices in case someone attempts to access our emails, which adheres to industry-standard security safeguards and complies with the General Data Protection Regulation (GDPR), a key requirement in the European Union. We utilise DMARC for email anti-spamming, Mimecast for email interception prevention, and Black Fog and DNS filters, as well as encrypted hard drives. Our IT company monitors our systems on their backend at IT Anywhere, located in Gauteng and Durban. We have firewalls and use *Sentinel 1 Anti-Virus*.
- ✓ We are a small, husband-and-wife team property practitioner business that specialises in holiday timeshare letting and timeshare sales. We do not have any employees. Only we, as the owners, have access to personal information and what information will be accessed.
- ✓ Personal information can only be accessed or modified by us, being the owners of the business, with the *passwords* authorising us to do so.
- ✓ If there were a data breach, we would determine the source, neutralise it and prevent the recurrence of such a data breach.
- ✓ When we utilise an external operator, we (the responsible party) will, under a written contract between our Property Practitioner Business and the operator, ensure that the operator establishes and maintains the required security measures.
- ✓ The operator must advise immediately if there is the possibility that personal data has been accessed or acquired by any unauthorised person.
- ✓ The Data Subject will be advised via e-mail or in writing immediately if it is suspected that unauthorised persons have accessed their personal information. Sufficient information will be provided to enable the Data Subject to take measures to safeguard themselves against potential consequences of the security compromise.
- ✓ The Information Regulator will be informed in the event of a security breach where personal information could be compromised. The Responsible Person must ensure this process is followed.

## **8. Availability Of The Manual**

8.1. A copy of the Manual is available-

8.1.1. on <https://www.mandeproperties.co.za/>

8.1.2. Contact Mande Properties CC and is available upon request.

8.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and

8.1.4. to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be payable for each A4-size photocopy.

## **Updating Of The Manual**

The principals of Mande Properties CC, Errol and Penny Mande, will regularly update this manual.

## **Issued by**

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**PENELOPE SHELLY MANDE**

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**DATE**

# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address: 

--

Fax number: 

--

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 in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center"><b>TYPE OF RECORD</b></p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**