

PROMOTION OF ACCESS TO INFORMATION MANUAL

(Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000, and incorporating the Protection of Personal Information Act, 4 of 2013)

1. Introduction

This manual has been prepared in accordance with the Promotion of Access to Information Act (PAIA) and updated to reflect the requirements of the Protection of Personal Information Act (POPIA). It is intended to provide information about the records held by the Company and how to access them.

2. Company Details

Name of Business: Elaine Properties(sole proprietor)
Nature of Business: Property Sales
Physical Address: 23 Vlamboom Crescent,Vredeloof,Brackenfell
Postal Address: 23 Vlamboom Crescent,Vredeloof,Brackenfell
Telephone: 0827858387
Email: elaine@elaine.co.za
Website: <https://elaine.co.za>

3. Information Officer Details

Information Officer: Elaine Mocke
Telephone: 0827858387
Email: elainemocke@gmail.com

4. Purpose of the Manual

This manual is intended to provide a record of the types of information held by the Company and to explain how individuals can access this information, in accordance with PAIA. It also reflects the Company's commitment to upholding the constitutional right of access to information while protecting the privacy and personal information of individuals, as required by POPIA.

5. Guide to PAIA

A guide to assist people in exercising their rights under PAIA is available from the Information Regulator.
Website: <https://inforegulator.org.za/paia-guidelines/>
Tel: 010 023 5200
Email: complaints.IR@justice.gov.za

6. Categories of Records Held

Records are grouped into the following categories:

- Personnel records
- Client records
- Supplier and contractor records

PAIA Manual Template 26062025* Internal company records (e.g., policies, procedures, operational data)

- Statutory records (e.g., compliance and governance documents)
- Financial records
- Communication records
- Third-party records

7. Applicable Legislation

The Company is subject to various legislation including, but not limited to:

- Promotion of Access to Information Act, 2 of 2000
- Protection of Personal Information Act, 4 of 2013
- Property Practitioners Act, 22 of 2019
- Income Tax Act, 58 of 1962

8. Purpose of Processing Personal Information

Personal information is processed for legitimate business purposes such as:

- Client onboarding and service delivery
- Contract and supplier management
- Legal compliance and reporting
- Internal audits and security measures

9. Request Procedure

To access records, a requester must complete the prescribed PAIA Form C and submit it to the Information Officer. Form C is available at <https://inforegulator.org.za/forms/> or upon request from the Company.

The following details must be provided:

- Full name and contact details of requester

- Description of the record requested
- Form of access required
- Reason the record is required to exercise or protect a right
- Copy of ID or proof of authority if acting on behalf of another person

10. Grounds for Refusal of Access

Access may be refused in terms of PAIA if the information:

- Involves the unreasonable disclosure of personal or confidential information
- Is legally privileged
- Could harm the commercial or financial interests of the Company or third parties
- Is protected under legislation or agreements
- Would endanger individual safety or property
- Is frivolous or vexatious

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11. Remedies for Refusals

If a request is refused, the requester may:

- Lodge a complaint with the Information Regulator
- Apply to a court of law for appropriate relief

This must be done within 180 days of the decision.

12. Fees

Fees may be charged as prescribed by the Department of Justice. These include:

- A request fee (non-refundable)
- An access fee (based on reproduction and time)

Fee details are available at: <https://www.justice.gov.za/paia/paia.htm> or <https://inforegulator.org.za/>

13. Availability of the Manual

This manual is available:

- At the Company's physical office
- On the Company website
- By request from the Information Officer

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