



reg 1999/038504/23

PAIA MANUAL

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



1. LIST OF ACRONYMS AND ABBREVIATIONS

NB: please insert relevant applicable acronyms and abbreviations

- 1.1 “CEO” Chief Executive Officer
- 1.2 “DIO” Deputy Information Officer;
- 1.3 “IO” Information Officer;
- 1.4 “Minister” Minister of Justice and Correctional Services;
- 1.5 “PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended)
- 1.6 “POPIA” Protection of Personal Information Act No.4 of 2013;
- 1.7 “Regulator” Information Regulator; and
- 1.8 “Republic” Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with 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 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body 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 the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF PROPERTY AFFAIR

3.1. Chief Information Officer Name: MASHUDA OMAR

Tel: 011 422 4866

Email: propaffair@mweb.co.za

3.2. Deputy Information Officer

Name: Bilaal Omar

Tel: 011 422 4866

Email: propaffair@mweb.co.za

3.3 Access to information general contacts

Email: propaffair@mweb.co.za

3.4 Office Details:

Postal Address: 6 Harrison Str, Western Extension, Benoni

Physical Address: 6 Harrison Str, Western Extension, Benoni

Telephone: 011 422 4866

Email: propaffair@mweb.co.za

Website: www.propertyaffair.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. 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 contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of PAIA

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 113; and

4.3.3.2. access to a record of a private body contemplated in section 504;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. 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-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

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

4.3.7. the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 9211.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans (Akrikaans still in progress)

5. CATEGORIES OF RECORDS OF PROPERTY AFFAIR WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Type of Record	Available on Website
Company Details	X
PAIA Manual	X
Privacy Policy	x
Cookie Policy	x

6. DESCRIPTION OF THE RECORDS OF PROPERTY AFFAIR WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Record
Basic Conditions of Employment Act 75 of 1997

7. DESCRIPTION OF THE SUBJECTS ON WHICH PROPERTY AFFAIR HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY PROPERTY AFFAIR

Subject on which Property Affair hold record	Categories
Finance	Account Audits, Financial. Tenants Invoices Tenants Statements Owners Statements Commission payment UIF Records PAYE Records
Human Resources	Employee Records
Personal Records	ID's of Clients (Sellers, Buyers, Lessees, Lessors) Proof of Residences Employment details of clients Banking Details, Statements of Clients SARS documentation of Clients

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information: To Conclude Sales and Rental Agreements.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

For employees:

Identity data: your first name and surname

Contact data: address, email address, contact number

Financial data: bank account details

Technical data: includes IP address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this Website. As well as information about your visit, including the complete URLs, clickstream to, through and from our Website (including date and time), products you viewed or searched for, page response times, errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs) and methods used to browse away from the page

Profile data: username and password for any employee-related service

For Potential Buyer/Seller/Lessee/Lessor

Identity data: your first name and surname

Contact data: address, email address, contact number

Financial data: bank account details

Transaction data: details about payments, credit information, payment history

Usage data: information about how you use our Website, products and services.

Marketing and communications data: your preferences in receiving marketing from us and our third parties and your communication preferences

8.3 Personal information may be disclosed if required by a subpoena or court order; or to comply with any law or regulation. Personal Information is also provided to credit bureaus to report account information. Employees that require the information to do their job. Conveyancing attorneys. Any legal bodies that require personal information for fulfilment of signed contracts, lease agreements by clients.

8.4 Planned transborder flows of personal information

There is no planned transborder flow of personal information.

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

Property Affair have put into place appropriate security measures to prevent personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed, such as password protection, two-factor authentication, device control policies and other stringent security measures. In addition, we limit access to personal information to those employees, agents, contractors and other third parties. They will only process your personal data on instruction, and they are subject to a duty of confidentiality.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.propertyaffair.co.za

9.1.2 head office of the Property Affair for public inspection during normal business hours;

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

9.1.4 to the Information Regulator upon request.

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

10. UPDATING OF THE MANUAL

The head of Property Affair will on a regular basis update this manual.

Issued by :



Mashuda Omar

Principal – Property Affair