PAIA MANUAL

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

1. INTRODUCTION

This PAIA Manual has been prepared for Francesca Beattie Properties ("the Company") in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and the Protection of Personal Information Act 4 of 2013 ("POPIA"). The purpose of this manual is to facilitate access to information held by the Company, subject to the limitations provided for in the Acts.

2. CONTACT DETAILS

Information Officer: Francesca Beattie

Telephone (landline): 011 705 2384

Cell: 083 678 8001

Email: info@fbproperties.co.za

Website: www.fbproperties.co.za

Physical & Postal Address: 5 Kareeboom Avenue, Fourways Gardens, Johannesburg, 2055

3. PURPOSE OF PAIA

PAIA was enacted to give effect to the constitutional right of access to information held by the State and private bodies that is required for the exercise or protection of rights. This Manual sets out the categories of information held by the Company, procedures to be followed when requesting access, and details of the processing of personal information as required by POPIA.

4. INFORMATION REGULATOR'S GUIDE

The Information Regulator has published a Guide in terms of section 10 of PAIA to assist persons wishing to exercise their rights under PAIA and POPIA. The Guide is available at the Regulator's website: https://inforegulator.org.za/paia-guidelines/

and can also be obtained in all 11 official languages.

5. AUTOMATIC DISCLOSURE

The Company may voluntarily disclose certain categories of records, such as property listings and information publicly available on its website (www.fbproperties.co.za), without requiring a formal PAIA request.

6. RECORDS HELD BY THE COMPANY

Categories of records include, but are not limited to:

- Personnel Records – employee contracts, payroll, training records, internal correspondence.
- Client Records – property listings, sales agreements, client/tenant/buyer details, correspondence.
- Financial Records – invoices, statements, tax records, budgets.
- Operational Records – service contracts, supplier agreements, policies, compliance documents.
- Marketing Records – brochures, property photographs, advertising material.
- Statutory Records – documents required by the Companies Act, Labour Relations Act, Employment Equity Act, and other legislation.

7. PROCESSING OF PERSONAL INFORMATION

In terms of POPIA, the Company processes personal information for specified purposes, including:

- Employee administration (payroll, compliance, HR management).
- Client services (property transactions, contracts, communication).
- Supplier management (payments, agreements).
- Legal and regulatory compliance.

Categories of Data Subjects include: employees, clients, suppliers, service providers, and contractors.

8. GROUNDS FOR REFUSAL OF ACCESS

Access to records may be refused in accordance with PAIA where disclosure would involve unreasonable disclosure of personal information, reveal confidential commercial information, endanger the safety of individuals, or breach legal privilege.

9. ACCESS PROCEDURE

A requester must complete the prescribed PAIA Request Form and submit it to the Information Officer with proof of identity and payment of the prescribed fees. The Information Officer will respond within 30 days unless an extension is required.

10. PRESCRIBED FEES

Fees for access to records are prescribed under PAIA regulations and include photocopying charges, computer printouts, and fees for searches exceeding six hours. Annexure 2 of this manual sets out the applicable fees.

11. REMEDIES

A requester or third party may lodge a complaint with the Information Regulator or apply to court in the event of refusal of access or dissatisfaction with a decision made under PAIA.

12. AVAILABILITY OF THE MANUAL

A copy of this Manual is available at the Company's offices for inspection during business hours, on the Company's website, and upon request from the Information Officer. Copies may be subject to the payment of a prescribed fee.

Issued by:

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Francesca Beattie
Information Officer

ANNEXURE 1: PRESCRIBED PAIA FORMS

In terms of the PAIA Regulations, the following prescribed forms must be used when making requests or complaints:

- Form 1: Request for Access to Record of a Public Body.
- Form 2: Request for Access to Record of a Private Body.
- Form 4: Internal Appeal Form
- Form 5: Complaint to Information Regulator
- Form 13: Complaint Form to the Information Regulator.

These forms are available on the Information Regulator's website:
https://inforegulator.org.za/paia-guidelines/

and may also be requested from the Company's Information Officer.

ANNEXURE 2: PRESCRIBED FEES

The following fees are prescribed in terms of the Promotion of Access to Information Act (PAIA) Regulations:

• Request fee payable by a requester (other than a personal requester): R50.00
• Photocopy of an A4-size page or part thereof: R1.10
• Printed copy of an A4-size page or part thereof held on a computer or in electronic/machine-readable form: R0.75
• Copy in a computer-readable form on a stiffy disc: R7.50
• Copy in a computer-readable form on a compact disc: R70.00
• Transcription of visual images, for an A4-size page or part thereof: R40.00
• Copy of visual images: R60.00
• Transcription of an audio record, for an A4-size page or part thereof: R20.00
• Copy of an audio record: R30.00
• To search for and prepare the record for disclosure: R30.00 for each hour or part of an hour (first 6 hours free).
• Deposit: If search and preparation exceeds 6 hours, one-third of the access fee is payable as a deposit.
• Postage: Actual postage is payable where records are posted to the requester.

Note: Value Added Tax (VAT) must be added to all prescribed fees.