

PAIA MANUAL

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

DATE OF COMPILATION:

2026-02-18

DATE OF REVISION:

2026-02-26

Registered with the PPRA - FFC No. F144168 / Each office is independently owned and operated

Contact

(+27) 12 658 0046
south.africa@propertycoza.co.za
www.propertycoza.com

Address

2 Vrede Road
Krugerville
Stellenbosch
7600

Directors

MJ Dafel (CEO)
FJ Booysen

Company Details

Property Co Za (Pty) Ltd t/a
Property.CoZa South Africa
Reg: 2011/ 103040/07
VAT: 4290 313 38 8

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1. LIST OF 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;

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- 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.COZA – SOUTH AFRICA**

3.1. Information Officer

Name: Marthinus Johannes Dafel
Tel: 012 658 0046 / 021 300 0454
Email: mj.dafel@propertycoza.co.za and south.africa@propertycoza.co.za
Fax number: not applicable

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3.2. Deputy Information Officer

Name: Frederick Johannes Booysen
Tel: 012 658 0046 / 021 300 0454
Email: frikkie.booyesen@propertycoza.co.za
Fax Number: Not Applicable

3.3 Access to information general contacts

Email: south.africa@propertycoza.co.za

3.4 **National or Head Office**

Postal Address: 84 Irene Road
Somerset West
7130

Physical Address: 7 Lourensford Avenue / 2 Vrede Road
Stuart Hill / Krigeville
Somerset West / Stellenbosch
7130 / 7600

Telephone: 012 658 0046 / 021 300 0454

Email: south.africa@propertycoza.co.za

Website: www.propertycoza.com

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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-
 - 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;

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- 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-

¹ 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.

² 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.

³ 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.

⁴ 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.

- 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;

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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.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ 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 4 above.

⁷ 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

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, 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

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

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

¹¹ 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.”

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/>).

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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

5. CATEGORIES OF RECORDS OF PROPERTY.COZA – SOUTH AFRICA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company registration details	CIPC Documents		X
PPRA Registration	FEDELITY FUND CERTIFICATE	Number on Website	X

6. DESCRIPTION OF THE RECORDS OF PROPERTY.COZA – SOUTH AFRICA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
BEEE	Black Economic Empowerment Act 53 of 2003
Income Tax Registration Certificate	South African Revenue Services

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7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY PROPERTY.COZA – SOUTH AFRICA

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

- Real estate transactions, requiring FICA and other information of both buyers and sellers, to be kept confidential on software with cloud servers
- Personal information of employees, including Independent Contractors (property practitioners) for purposes of salary and commission payments, as well as confidentiality agreements

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

CATEGORY OF DATA SUBJECT	DESCRIPTION	CATEGORIES OF PERSONAL INFORMATION
Sellers	Individuals or companies who are selling property through the franchise.	Personal details such as name, contact information, physical address, financial information, identification documents (FICA), and property details.
Buyers	Individuals or companies purchasing property through the franchise.	Similar to sellers, including name, contact information, financial records (FICA), credit history, and property transaction details.
Real Estate Agents	Employees or contracted agents of the franchise who manage listings and clients.	Personal details such as name, employment information, performance metrics, and commission structures.
Partner Attorneys	Legal representatives handling transactions and FICA compliance.	Contact information, legal credentials, and transaction-related documents.
Internal Staff	Employees involved in the operation and maintenance of the internal systems.	Employment details, personal identification, and financial information for payroll purposes.

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8.3 The recipients or categories of recipients to whom the personal information may be supplied

CATEGORY OF PERSONAL INFORMATION	RECIPIENT OR CATEGORY OF RECIPIENTS
Sellers and Buyers Information	Partner attorneys handling the transactions, internal staff and real estate agents managing listings, and regulatory authorities as required.
Transaction Details	Financial institutions for mortgage approvals, internal staff and real estate agents managing listings, and tax authorities for compliance.
Listing Details	Internal staff, real estate agents, property listing aggregators to market listings.
Internal Staff Information	HR department and payroll service providers.
Legal and Compliance Information	Regulatory bodies, legal advisors, or auditors as required by law.

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8.4 Planned transborder flows of personal information

COUNTRY	CATEGORIES OF PERSONAL INFORMATION STORED
USA	Internal company document store.
USA	Primary Email Server

Property.CoZa only stores information, and do not plan to in the foreseeable future. Any planned transfers will adhere to POPIA regulations, ensuring adequate safeguards are in place for data protection.

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

Information Security Measures

To ensure the confidentiality, integrity, and availability of personal information, the following measures are planned or under implementation:

- **Data Encryption:** All personal data will be encrypted in transit.
- **Access Controls:** User-based access control (UAC) and role-based access controls (RBAC) have been implemented to limit data access to authorized personnel only.
- **Anti-virus and Anti-malware Solutions:** Email systems are supported by robust anti-malware solutions to protect systems from malicious attacks.
- **Employee Training:** Regular training sessions for staff regarding data handling practices and security awareness.

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9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On www.propertycoza.com, if any;

9.1.2 head office of Property.CoZa – South Africa 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.CoZa – South Africa will on a regular basis update this manual.

Issued by



Marthinus Johannes Dafel

Chief Executive officer

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