



Office: +27 (0) 87 802 7370 / 294A Main Street, Paarl, 7646 / www.redlexproperty.co.za

REDLEX PROPERTY (Pty) Ltd

Registration number: 2003/023676/07

Manual in terms of the Promotion of Access to Information Act 2 of 2000 (Section 51 Manual)
Incorporating Requirements of POPIA (Act 4 of 2013)
Version: 2026.1
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Registration number with the Information Regulator (SA): 2026-030765

Date of Compilation: 2015

Date of Revision: 2026/06/15

This Manual is compiled in terms of Section 51 of the Promotion of Access to Information Act, 2000 (PAIA), as amended, and is updated to reflect the requirements of the Protection of Personal Information Act, 2013 (POPIA), and all applicable regulatory developments.

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PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

Section 51 Manual of Redlex Property (Pty) Ltd

This manual is prepared in terms of section 51 of PAIA and incorporates applicable POPIA requirements.

1. CONTACT PARTICULARS

Company Name:	Redlex Property (Pty) Ltd
Registration number:	2003/023676/07
Head of business:	Mari Pretorius
Physical Address:	294A Main Road, Paarl, Western Cape, 7646
Postal Address:	Same as physical address
Telephone Number:	+27 (0) 87 802 7370
E-mail Address:	mari@redlex24.co.za
Website:	www.redlexproperty.co.za
Information Officer:	Mari Pretorius

2. INTRODUCTION

Redlex Property (Pty) Ltd is an Estate Agency providing residential and commercial letting, sales, property management, tenant placement, compliance administration, rental collection, maintenance coordination and related property services throughout South Africa.

3. PURPOSE OF THIS MANUAL

This PAIA Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"). The purpose of this manual is to:

- Facilitate access to information held by Redlex Property
- Set out the types of records held
- Explain how requests for access may be made
- Outline applicable fees and procedures
- Ensure compliance with PAIA and POPIA obligations

4. GUIDE FROM THE INFORMATION REGULATOR

In accordance with Section 10 of PAIA, a guide has been compiled by the Information Regulator to assist individuals in exercising their rights.

Requesters are referred to the 'Guide' compiled by the Information Regulator, which is available in a range of official languages and contains information for the purposes of exercising constitutional rights. Please contact the Information Regulator or visit their website for more information on how you can get access to information under PAIA, and to access the Guide.

The contact details of the Information Regulator are:

Postal address: P.O Box 3153, Braamfontein, Johannesburg, 2017

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Phone number: 010 023 5200

Website: www.inforegulator.org.za

PAIA Complaints email: PAIAComplaints@inforegulator.org.za

POPIA Complaints email: POPIAComplaints@inforegulator.org.za

For further guidance on how you can get access to information, please visit:

<https://www.justice.gov.za/inforeg/index.html>.

5. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual may be requested in accordance with the procedure prescribed in terms of the Act. Copies of the prescribed forms to be completed for submitting a request, are available from Redlex Property (Pty) Ltd.

6. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Competition Act 89 of 1998
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 36 of 2005
- Employment Equity Act 55 of 1998
- Employment Services Act 4 of 2014
- Financial Intelligence Centre Act 38 of 2001 (FICA)
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Municipal Systems Act 32 of 2000
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Prescribed Rate of Interest Act 55 of 1975
- Promotion of Access of Information Act 2 of 2000
- Property Practitioners Act 22 of 2019
- Property Practitioners Regulations
- Protection of Personal Information Act 4 of 2013
- Rental Housing Act 50 of 1999
- South African Revenue Services Act 34 of 1997
- Skills Development Levies Act 9 of 1999
- Skills Development Act 97 of 1998
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

7. RECORDS HELD BY REDLEX PROPERTY

Redlex Property maintains records necessary for the effective operation of its business as a property management and rental agency.

7.1 Statutory Records

- Company registration documents
- CIPC filings
- Tax records (SARS compliance)
- BBBEE documentation

7.2 Financial Records

- Annual financial statements and working papers
- General Ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Management accounts
- Bank records (as required)
- Invoices and receipts
- Trust account records (where applicable)
- Budget and business plans
- Tax returns and assessments
- Auditors Reports
- Systems documentation
- Management reviews

7.3 Property Management Records

- Mandate agreements
- Lease agreements
- Inspection reports (incoming/outgoing)
- Maintenance records
- Body Corporate communications
- FICA records

7.4 Tenant and Client Records

- Application forms
- Credit and reference checks
- Identity verification documents (FICA/KYC)
- Correspondence with tenants/landlords

7.5 Human Resources Records

- Employment contracts
- Payroll records
- Disciplinary records
- Leave records
- Employee personal information
- Attendance register
- Disciplinary records
- Employee loans
- IRP 5 and IT 3 certificates
- Property Practitioners records

7.6 Compliance Records

- FICA compliance records
- POPIA policies and processing records
- Risk and compliance documentation
- Internal audit reports

7.7 Operational Records

- Internal policies and procedures
- Insurance policies
- Service provider agreements
- Supplier contracts

7.8 Information Technology

- Client database
- Disaster recovery
- Hardware
- Internet
- Licenses
- Systems support, programming and development
- LAN Installations
- Operating Systems
- Software packages
- Telephone exchange equipment
- Telephone lines, leased lines and data lines

7.9 Insurance

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

7.10 Legal, Agreements and Contracts

- Agreements with Customers
- Agreements with Shareholders, officers or directors
- Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements
- Material agreements relating to provision of services or materials
- Contracts, including lease agreements and finance agreements
- Settlement agreements

7.11 Sales and Marketing

- Brochures, newsletters and marketing material

8. RECORDS AVAILABLE WITHOUT A PAIA REQUEST

- Marketing and Promotional Material
- Company registration details
- This PAIA Manual
- Standard service descriptions

9. REQUEST PROCEDURE (PAIA REQUEST PROCESS)

To request access to information:

- Complete the prescribed PAIA request form
- Submit it to the Information Officer
- Include sufficient detail to identify the requested record
- Proof of authority must be supplied where the requester acts on behalf of another person
- Fees must be paid before access is granted where applicable.
- The Information Officer may extend the statutory period where permitted by PAIA
- Provide proof of identity

Submission Channels:

Email: mari@redlex24.co.za

Physical delivery: 294A Main Road, Paarl, Western Cape, 7646

10. FEES

In terms of PAIA Regulations, the following may apply:

- Request fee (standard administrative fee)
- Access fee (search, reproduction, preparation time)
- Deposit (if search exceeds prescribed hours)
- Inspection fees

Fees are determined in accordance with the official PAIA tariff structure.

11. GROUNDINGS FOR REFUSAL OF ACCESS

Access to records may be refused where:

- It involves personal information of third parties
- The record contains confidential commercial information
- The record is protected by legal privilege
- Disclosure would breach contractual obligations
- It affects security or lawful privacy rights of individuals
- The request is manifestly frivolous or vexatious

12. POPIA (PROTECTION OF PERSONAL INFORMATION ACT)

Redlex Property processes personal information in accordance with POPIA principles:

- Accountability
- Compliance with FICA
- Data subject participation
- Employee administration
- Further processing limitation
- Information quality
- Lease Administration
- Marketing communications
- Openness
- Processing limitation
- Property Management
- Purpose specification
- Security safeguards
- Supplier management
- Tenant Screening

Personal information is only collected and processed where lawful and necessary for business operations such as tenancy management, compliance, and contractual obligations.

13. DATA SUBJECT RIGHTS UNDER POPIA

Data subjects have the right to:

- Request access to personal information
- Request correction or deletion
- Object to processing
- Lodge complaints with the Information Regulator

14. PROCESSING OF PERSONAL INFORMATION UNDER POPIA

Redlex Property (Pty) Ltd processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

Personal information is processed lawfully and reasonably for legitimate business purposes including:

- Property management services;
- Tenant placement and screening;
- Lease administration;
- Rental collection and accounting services;
- Property sales transactions;
- Compliance with FICA requirements;
- Human resource administration;
- Supplier and contractor management;
- Legal and regulatory compliance;
- Marketing communications where permitted by law.

Personal information will only be processed where there is a lawful basis for doing so and shall not be retained for longer than necessary.

15. CATEGORIES OF DATA SUBJECTS

Redlex Property may process personal information relating to the following categories of data subjects:

- Property owners and landlords;
- Current, prospective and former tenants;
- Purchasers and sellers of property;
- Employees and prospective employees;
- Contractors and service providers;
- Business partners;
- Directors and shareholders;
- Prospective clients;
- Visitors to company premises;
- Users of company websites and electronic platforms.

16. CATEGORIES OF PERSONAL INFORMATION PROCESSED

The company may process the following categories of personal information:

Identification Information:

- Full names;
- Identity numbers;
- Passport numbers;
- Date of birth;
- Nationality.

Contact Information:

- Physical addresses;
- Postal addresses;
- Telephone numbers;
- Email addresses.

Financial Information:

- Bank account details;
- Credit reports;
- Income and salary information;
- Rental payment histories;
- Financial statements.

Employment Information:

- Employer details;
- Employment history;
- Payslips;
- Employment contracts.

Property Information:

- Lease agreements;
- Mandates;
- Inspection reports;
- Property ownership information;
- Maintenance records.

17. RECIPIENTS OF PERSONAL INFORMATION

Personal information may be disclosed where necessary to:

- Credit bureaus;
- Attorneys and legal advisers;
- Debt collection agencies;
- Municipal authorities;
- Financial institutions;
- Auditors and accountants;
- Information technology service providers;
- Contractors performing maintenance services;
- Regulatory and governmental authorities;
- Any person where disclosure is required by law.

The company shall take reasonable steps to ensure that all recipients maintain appropriate confidentiality and security safeguards.

18. SECURITY SAFEGUARDS

Redlex Property maintains appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, disclosure, destruction or damage.

Security measures may include:

- Password-protected systems;
- Secure electronic storage;
- Controlled physical access to records;
- Employee confidentiality undertakings;
- Access controls and permissions;
- Antivirus and cybersecurity protections;
- Data backup procedures;
- Secure destruction of information.

19. RETENTION AND DESTRUCTION OF RECORDS

Records shall be retained for periods prescribed by applicable legislation, contractual requirements and business needs.

Examples include:

- Financial records – minimum 5 years;
- Tax records – minimum 5 years;
- FICA records – minimum 5 years;
- Lease agreements – minimum 5 years after termination;
- Employment records – as prescribed by labour legislation;
- PAIA and POPIA records – minimum 5 years.

Records that are no longer required shall be securely destroyed, deleted or anonymised.

20. DATA BREACH MANAGEMENT

Any actual or suspected compromise of personal information shall be reported immediately to the Information Officer.

The Information Officer shall:

- Investigate the incident;
- Assess the risk to affected persons;
- Implement corrective measures;
- Notify affected data subjects where required;
- Notify the Information Regulator where required by POPIA;
- Maintain records of all security incidents.

21. INFORMATION OFFICER RESPONSIBILITIES

The Information Officer is responsible for:

- Monitoring compliance with PAIA and POPIA;
- Maintaining this Manual;
- Processing PAIA requests;
- Managing complaints relating to access to information;
- Ensuring staff awareness and training;
- Maintaining records of processing activities;
- Managing data breach incidents;
- Liaising with the Information Regulator;
- Implementing appropriate information security measures.

22. INTERNAL PAIA ADMINISTRATION

The Information Officer is responsible for the administration and implementation of this PAIA Manual and for ensuring compliance with the provisions of the Promotion of Access to Information Act, 2000.

The Information Officer may delegate administrative functions relating to PAIA requests to authorised employees where appropriate.

All requests for access to records shall be recorded in a PAIA Request Register and processed in accordance with the timelines and procedures prescribed by PAIA.

Staff members who process personal information or maintain company records may receive periodic training regarding PAIA and POPIA compliance requirements.

23. ANNUAL REVIEW OF THE MANUAL

This PAIA Manual shall be reviewed periodically and at least annually by the Information Officer.

The purpose of the review is to ensure continued compliance with PAIA, POPIA, regulations issued by the Information Regulator, and any other applicable legislation. Where material amendments are made, the updated version shall be published and made available upon request.

24. INFORMATION SECURITY CONTROLS

Redlex Property implements reasonable technical and organisational measures to safeguard records and personal information against loss, unauthorised access, misuse, disclosure, alteration, or destruction.

Such measures may include:

- Controlled access to physical records;
- Password-protected electronic systems;
- Secure cloud-based storage and backup systems;
- Employee confidentiality obligations;
- Access restrictions based on business requirements;
- Secure destruction of obsolete records.

All employees and service providers with access to personal information are required to maintain appropriate confidentiality and security standards.

25. AVAILABILITY OF THIS MANUAL

This manual is available:

- On request from the Information Officer
- At the business premises
- On the company website

26. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS:

- 26.1 Request will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
- 26.2 The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Government Notice No R757 published on 27 August 2021 promulgated under the PAIA Regulations.
- 26.3 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

27. DOCUMENT CONTROL

Document Title: PAIA Manual
Version: 2026.1 Expanded Edition
Review Date: June 2027
Approved By: Information Officer
Classification: Public Document

ISSUED BY:

SIGNED AT (place)

Paarl

ON (Date)

15 June 2026

M. C. Pretorius

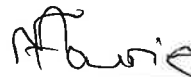
Mari Pretorius - Information Officer
(who is duly authorised)



SIGNATURE



WITNESS: Signature



WITNESS: Signature



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

Address: JD House, 27 Stiemens Street

Braamfontein, Johannesburg, 2001

P.O. Box 31533

Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Email: PAIACompliance@infoRegulator.org.za

REQUEST FOR A COPY OF THE GUIDE

FORM 1

[Regulation 2]

Full names:			
In my capacity as (mark with "X"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

hereby request the following copy(ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
☐ Sepedi		☐ Sesotho	
☐ Setswana		☐ siSwati	
☐ Tshivenda		☐ Xitsonga	
☐ Afrikaans		☐ English	
☐ isiNdebele		☐ isiXhosa	
☐ isiZulu			

Manner of collection (mark with "X"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I.

Full names:	ef		
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language(mark with "X")	No of copies
☐ Sepedi		☐ Sesotho	
☐ Setswana		☐ siSwati	
☐ Tshivenda		☐ Xitsonga	
☐ Afrikaans		☐ English	
☐ isiNdebele		☐ isiXhosa	
☐ isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <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>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD (Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
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			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

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

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

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (If search exceeds six hours):

☐

Yes

☐

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment to:

Signed at _____ this _____ day of _____ 20 _____

Information officer

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?		Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>		☐	☐
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED*(mark the appropriate box with an "X")*

Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	

GROUND(S) FOR APPEAL*(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)*

State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes ☐ No ☐
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Fees (Sec 22). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Extension (Sec 26(1)). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Access (Sec 29(3)). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Request for access granted. Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/infocreg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA Form 2 and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. Please attach copies of the following documents, if you have them:
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT (Mark with an "X")

- ☐ Complainant Personally
- ☐ Representative of Complainant
- ☐ Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

Adv. FDP Tlakula (Chairperson), Adv. LC Stroom Nzama (Full-time Member), Adv. JC Weapond (Full-time Member), Prof. SL Snail ka Mtuzi (Part-time Member), Ms. A Tilley (Part-time Member).

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes	☐	No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT		
Full Names		
Identity Number		
Postal Address		
Street Address		
E-Mail Address		
Contact numbers	Tel. (B)	Facsimile
	Cellular	

PART B REPRESENTATIVE INFORMATION (Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)		
Full Names of Representative		
Nature of representation		
Identity Number / Registration Number		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel. (B)	Facsimile
	Cellular	

PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)			
Type of Body	Private	☐	Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers	Tel. (B): Cellular		Facsimile	
PART D				
BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B): Cellular		Facsimile	
Reference Number given (if any)				
PART E				
COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the Information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.			

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.	☐
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed fee.	☐
	The tender or payment of a deposit.	☐
Repayment of the deposit (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.	☐
Disagree with time extension (Sections 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.	☐
Form of access denied (Section 29(3) or 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.	☐
Deemed refusal (Section 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision.	☐
	Extension period has expired and no response was received.	☐
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.	☐
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.	☐
Partial access to record (Section 28(2) or 59(2) of PAIA)	Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.	☐
Fee waiver (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused.	☐
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.	☐
Failure to disclose records	The Body decided to grant me access to the requested records, but I have not received them.	☐
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.	☐
Frivolous or vexatious request (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.	☐
Other (Please explain)		

**PART G
EXPECTED OUTCOME**

How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.

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**PART H
AGREEMENTS**

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

☐

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

☐

The information in this Complaint Form is true to the best of my knowledge and belief.

☐

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

☐

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

☐

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator, otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

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REQUEST FOR ASSESSMENT

FORM 13

[Regulation 14(1)]

I,

Full Name(s)			
Postal Address			
Street Address			
E-Mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

hereby, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), request that the Information Regulator assess whether the under-mentioned public or private body generally complies with the provisions of the Act insofar as its policies and implementation procedures are concerned.

Name of Private / Public Body			
Postal Address			
Street Address			
E-Mail Address			
Contact Number(s)	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF INFORMATION TO BE ASSESSED
PERSONS AFFECTED BY THE RELEVANT INFORMATION PRACTICE/S
THE REASON WHY AN ASSESSMENT IS REQUESTED
SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS

Signed at _____ this _____ day of _____ 20_____

[illegible]