



# Promotion of Access to Information Act (PAIA) Manual

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(Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000)

## 1. Introduction

This manual has been prepared in terms of the Promotion of Access to Information Act, 2000 ("PAIA") and the Protection of Personal Information Act, 2013 ("POPIA"). Its purpose is to assist requesters in understanding how to request access to records held by Ryx Properties (Pty) Ltd, and to set out the categories of information available, the applicable procedures, and the rights of requesters.

## 2. Company Information

Name of Company: Ryx Properties (Pty) Ltd

Registration Number: CK:2007/122000/23

Physical Address: 65 Phillip Engelbrecht Crescent, Meyersdal

Postal Address: Same as physical address

Telephone Number: (011) 867 4878

Email Address: info@ryx.co.za

Website: www.ryx.co.za

## 3. Information Officer

Information Officer: Sandra Van Zyl

Postal Address: 65 Phillip Engelbrecht Crescent, Meyersdal

Telephone: (011) 867 4878

Email: info@ryx.co.za



The Information Officer is responsible for PAIA and POPIA compliance and the handling of access-to-information requests.

#### **4. Guide on How to Use PAIA**

The South African Human Rights Commission (SAHRC) has published a guide to assist individuals in exercising their rights under PAIA. This guide is available from the Information Regulator's website at [www.justice.gov.za/inforeg](http://www.justice.gov.za/inforeg) or at the Regulator's offices.

#### **5. Records Held by Ryx Properties**

##### **5.1 Public records (available without request)**

- Company website content ([www.ryx.co.za](http://www.ryx.co.za))
- PAIA Manual
- PAIA Form 2 and Form 3

##### **5.2 Records available on request (subject to PAIA provisions)**

- Company incorporation and statutory documents
- Financial records (retained as per legal requirements)
- Employee and personnel records (limited access due to POPIA)
- Property management records (leases, tenant applications, contracts)
- Policies, procedures, and compliance documents
- Marketing materials



### **5.3 Records required by legislation**

- Companies Act records
- Tax records (Income Tax, VAT, PAYE)
- UIF and Compensation Fund records
- FICA compliance documents

### **6. How to Request Information**

1. Complete Form 2 (Request for Access to Record of Private Body).
2. Submit the form to the Information Officer at [info@ryx.co.za](mailto:info@ryx.co.za) or deliver to the physical address.
3. Include sufficient detail to identify the record, form of access required, and proof of identity or authority.
4. A request fee may be charged in accordance with the PAIA Regulations.
5. If access is granted, an access fee may be charged for reproduction and search time.

Note: Outdated forms such as 'Form A' will not be accepted. Only Form 2 is valid.

### **7. Grounds for Refusal**

Access to records may be refused if disclosure would:

- Unreasonably disclose personal information of third parties.
- Reveal confidential commercial information.
- Endanger safety, security, or privileged communications.
- Breach laws protecting confidentiality.



## **8. Remedies Available to Requesters**

If access is refused, the requester may lodge an internal appeal using Form 3. If dissatisfied with the outcome, the requester may lodge a complaint with the Information Regulator or approach a court of law.

## **9. Availability of the Manual**

This manual is available:

- On the Ryx Properties website: [www.ryx.co.za](http://www.ryx.co.za) (under 'Compliance / PAIA').
- At the registered office of Ryx Properties.
- By request from the Information Officer.

Copies are free to view electronically. Printed copies may attract a reasonable fee.

## **10. Updates**

This manual will be updated as required by law and in accordance with amendments to PAIA or POPIA.