



PAIA MANUAL

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

DATE OF COMPILATION: 25/06/2025

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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

2. INTRODUCTION

This Manual has been compiled in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"), as amended. PAIA gives effect to the constitutional right of access to information held by the State and any information held by another person (private body) that is required for the exercise or protection of any rights.

This Manual is intended to:

- Provide a reference to the records held by NG Property Brokers (Pty) Ltd.
- Outline the procedure that needs to be followed to request access to such records.
- Inform the public of the categories of records that are automatically available.
- Serve as a guide for the public in exercising their rights under PAIA.
- Briefly outline the company's commitment to the Protection of Personal Information Act, 4 of 2013 ("POPIA").

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

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

- 3.2 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;
- 3.3 know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 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;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6 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;
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 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
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. COMPANY INFORMATION

- **Full Registered Name:** NG Property Brokers Pty Ltd
- **Trading Name:** NG Property Brokers Pty Ltd
- **Registration Number:** 2012/047590/07
- **Physical Address:** 8 Somerset Crescent, Wellway Park, Durbanville, 7550
- **Postal Address:** 8 Somerset Crescent, Wellway Park, Durbanville, 7550
- **Telephone Number:** 086100 1102
- **Email Address:** neil@ngpropertybrokers.co.za
- **Website (if applicable):** www.ngpropertybrokers.co.za
- **Head of the Private Body / Information Officer:**
 - Name: Neil Andre Geldenhuys
 - Position: Director
 - Telephone Number: 086100 1102
 - Email Address: neil@ngpropertybrokers.co.za
- **Deputy Information Officer(s):** Jo-Mari Carstens

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE NG PROPERTY BROKERS (PTY) LTD

5.1 Chief Information Officer

Name:	Neil Andre Geldenhuys
Tel:	086 100 1102
Email:	neil@ngpropertybrokers.co.za
Fax number:	Not applicable

5.2 Deputy Information Officer

Name:	Jo-Mari Carstens
Tel:	086 100 1102
Email:	reception@ngpropertybrokers.co.za
Fax Number:	Not applicable

5.3 Access to information general contacts

Email:	reception@ngpropertybrokers.co.za
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5.4 National or Head Office

Postal Address: P O Box 2783, Durbanville, 7551
Physical Address: 8 Somerset Crescent, Wellway Park, Durbanville, 7550
Telephone: 086 100 1102
Email: reception@ngpropertybrokers.co.za
Website: www.ngpropertybrokers.co.za

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

6.1 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.

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

6.3 The aforesaid Guide contains the description of-

6.3.1 the objects of PAIA and POPIA;

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

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

6.3.3 the manner and form of a request for-

- access to a record of a public body contemplated in section 11³; and
- access to a record of a private body contemplated in section 50⁴;

- 6.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 6.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 6.3.6 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.*

- an internal appeal;
- a complaint to the Regulator; and
- 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;

- 6.3.7 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;

- 6.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 6.3.10 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.”

6.4 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.

6.5 The Guide can also be obtained-

6.5.1 upon request to the Information Officer;

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

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

6.6.1 (English and Afrikaans)

7. CATEGORIES OF RECORDS OF NG PROPERTY BROKERS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Corporate Records	Memorandum of Incorporation, Company Registration documents, minutes of meeting, policies and procedures		X
Client records	Client names, contact details, ID numbers, financial details, mandate agreements, offers to purchase, lease agreements, FICA documents		X
Property Listing Records	Property addresses, descriptions, photographs, owner details, valuation reports		X
Financial Records	Invoices, receipts, bank statements, financial statements, tax records, payroll information, trust account records		X
Human Resources Records	Employee personal details, employment contracts, payroll information, performance reviews, leave records, training records, disciplinary records		X
Legal documents	Contracts (service provider agreements), legal correspondence, litigation records, compliance documents		X

IT records	System logs, network configurations, software licenses, data backup records		X
Marketing records	Marketing strategies, advertising campaigns, client feedback		X

8. DESCRIPTION OF RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation, Company registration documents	Companies Act 71 of 2008
PAIA / POPIA Manual	Promotion of Access to Information Act 2 of 2000
Basic Conditions of Employment	Act 75 of 1997
Estate Agency Affairs	Act 112 of 1976
Financial Intelligence Centre	Act 38 of 2001

9. PROCEDURE FOR OBTAINING ACCESS TO RECORDS

9.1 How to Make a Request

- A request for access to a record must be made on **Form 2 (Request for Access to Record of Private Body)** as prescribed by the Information Regulator. A copy of this form is attached as **Annexure A**.
- The form must be completed accurately and legibly.
- The request must specify the record(s) being requested with sufficient detail to enable the Information Officer to identify them.
- The request must specify the right the requester is seeking to exercise or protect, and an explanation of why the requested record is required for the exercise or protection of that right.
- If the request is made on behalf of another person, proof of the capacity in which the requester is acting (e.g., power of attorney) must be attached.
- The request must be submitted to the Information Officer at the address or email address provided in Section 2 of this Manual.

9.2 Prescribed Fees

A request for access to records must be accompanied by the prescribed request fee. The current prescribed fees are set by the Minister of Justice and Correctional Services in consultation with the Information Regulator. These fees are subject to change. A schedule of fees is attached as **Annexure B**.

- If the request is for personal information of the requester, no request fee is payable.
- If the request is for information other than personal information of the requester, a request fee of R140.00 (as of June 2025 - *please confirm current fee with Information Regulator*) is payable before the request is processed.
- If the preparation of the record for disclosure requires more than six hours, an access fee for preparation will be charged.
- If the request is granted, an access fee will be charged for the reproduction of the record and for the time spent in preparing it.

9.3 Grounds for Refusal of Access

NG Property Brokers Pty Ltd may refuse a request for access to a record on various grounds as set out in Chapter 4 of PAIA, including but not limited to:

- Protection of the privacy of a third party who is a natural person.
- Protection of the commercial information of a third party.
- Protection of confidential information of a third party.
- Protection of the safety of individuals and protection of property.
- Protection of records privileged from production in legal proceedings.
- Protection of research information.
- Commercial information of the private body.
- Where the request is manifestly frivolous or vexatious.
- Where compliance with the request would involve an unreasonable diversion of resources.

9.4 Remedies Available

If a request for access to a record is refused, the requester may:

- **Complain to the Information Regulator:** Lodge a complaint with the Information Regulator within 180 days after the decision to refuse access. The Information Regulator will investigate the complaint.
- **Apply to Court:** Apply to a court for appropriate relief within 180 days after the decision to refuse access.

10. PROCESSING OF PERSONAL INFORMATION

10.1 Purpose of Processing Personal Information

NG Property Brokers Pty Ltd processes personal information for the following purposes:

- To provide industrial and commercial property sales and rental services.
- To manage properties on behalf of landlords.
- To comply with legal and regulatory obligations (e.g., FICA, Property Practitioners Act).
- To administer client accounts and relationships.

- To market properties and services.
- To manage employee relationships and payroll.
- To maintain security and protect company assets.
- To conduct general business operations.

10.2 Automatic Disclosure / Voluntary Disclosure

Certain records may be available automatically without the need for a formal PAIA request. This includes:

- General marketing brochures and pamphlets.
- Information voluntarily published on the company website (e.g., general services, contact details).

Information that is generally available to the public

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

Clients (Sellers, Buyers, Landlords, Tenants)	Name, surname, ID number, contact details (phone, email, physical address), financial information (bank statements, proof of funds, income details), property preferences, transactional history, FICA documentation.
Prospective Clients	Name, surname, contact details, property interests.
Employees	Name, surname, ID number, contact details, banking details, employment history, qualifications, performance data, health information (where required by law or for benefits).
Service Providers (e.g., Conveyancers, Inspectors, Maintenance)	Name, surname, company details, contact details, banking details, service agreements, professional registrations.
Credit Bureaus	Limited data (e.g., ID number, contact details, payment history) necessary for credit checks on tenants or buyers.

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

necessary for the purposes outlined in 10.1:

- **Internal Staff:** Employees of NG Property Brokers Pty Ltd who require access for their duties (e.g., agents, administrators, finance personnel).
- **Conveyancers/Attorneys:** For the transfer of property or drafting of lease agreements.
- **Credit Bureaus:** For conducting credit checks (e.g., for rental applications).
- **Property Inspectors:** For property condition reports.
- **Financial Institutions/Bond Originators:** To facilitate bond applications.
- **Regulators & Government Bodies:** Property Practitioners Regulatory Authority (PPRA), Financial Intelligence Centre (FIC), South African Revenue Service (SARS), courts, or other law enforcement agencies as required by law.
- **IT Service Providers:** For data storage and system maintenance (e.g., cloud storage providers).

- **Other Service Providers:** Maintenance contractors, security companies, etc., as required for property management.

10.5 Planned transborder flows of personal information

- **Cloud Storage Security:** Utilization of reputable cloud storage providers with robust security features, including encryption and regular backups.

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

- **Anti-virus Software:** Regularly updated anti-virus and anti-malware software on all company devices.
- **Physical Security:** Secure storage rooms for physical documents, with restricted access and alarm systems in the building.
- **Cloud Storage Security:** Utilization of reputable cloud storage providers with robust security features, including encryption and regular backups.

11 AVAILABILITY OF THE MANUAL

11.1 A copy of the Manual is available-

- At the physical address of NG Property Brokers Pty Ltd (8 Somerset Crescent, Wellway Park, Durbanville, 7550) for public inspection during normal business hours.
- On the company's website, if applicable.
- A copy may be requested from the Information Officer upon payment of a prescribed fee.

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

11.1.2 to the Information Regulator upon request.

11.2 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.

12 UPDATING OF THE MANUAL

The head of NG Property Brokers (Pty) Ltd will on a regular basis update this manual.

Issued by

Neil Andre Geldenhuys

Director