

**JUST PROPERTY GROUP HOLDINGS PROPRIETARY  
LIMITED**

**2008/028785/07**

**and its Franchisees**

**Access to Information Manual**



We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

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## 1. INTRODUCTION

- 1.1. Just Property Group Holdings Proprietary Limited t/a Just Properties is the franchisor and licensor of the brand “Just Property” and as such, has licenced a number of independently owned real estate agencies to trade under the name and style of “Just Property” (collectively “Just Property”). All Just Property entities are duly registered with the Property Practitioners Regulatory Authority.
- 1.2. Just Property provides the following services -
  - the listing, promotion, sale and letting of immovable property across Southern Africa;
  - immovable property marketing, sales consultation and viability studies;
  - commercial, agricultural and residential immovable property evaluations;
  - commercial, agricultural and residential immovable property broking;
  - commercial and residential immovable property management and letting; and
  - real estate agency and agent franchise and licensing services.
- 1.3. This document is Just Property ‘Access to Information Manual’ as contemplated in section 51 of PAIA. Its purpose is to help you access information in our possession. The provisions of PAIA require us to make this manual available to you so that you -
  - know what type of information we have; and
  - can request access to it.
- 1.4. Although this Manual has been developed by Just Property Group Holdings Proprietary Limited (the franchisor) for use across the Just Property franchise network, each franchisee is a separate and independent business and is responsible for managing and responding to its own requests for access to information in terms of PAIA. The records held by the franchisor and those held by individual franchisees may differ depending on the nature of their respective business activities and operations. This Manual is intended to provide a consistent PAIA framework and procedure across the Just Property network to promote transparency, accountability and compliance with PAIA. The franchisor's version of this Manual is published on the Just Property website and serves as a guideline for the franchise network. Each franchisee remains responsible for ensuring that its own PAIA Manual is adopted, maintained, uploaded to the Information Regulator's e-Services portal where required, and made available for inspection at its business premises. Any request for access to records must be directed to, and will be processed by, the specific Just Property entity that holds the requested record.

**This manual exists to tell you what information we have and help you get access to it.**

## 2. OUR DETAILS

2.1. Our details are as follows:

Enterprise Name:	Just Property Group Holdings Proprietary Limited
Registration Number:	2008/028785/07
Registered Address:	Sync, Unit 15, 253 Main Road, Walmer
Telephone:	087 058 3333
Email:	headoffice@just.property.co.za

Name of Contact Person:	Paul Stevens
Office Hours:	08.00 am – 16.30 pm
Website:	<a href="https://www.just.property/">https://www.just.property/</a>

For more information regarding the contact information of the franchisees to send Access to Information request to the appropriate office, please refer to Annexure A for the full list.

**These are all our details, but please rather contact us by email at [headoffice@just.property.co.za](mailto:headoffice@just.property.co.za) whenever possible.**

### 3. FURTHER GUIDANCE

3.1. 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.

3.2. The contact details of the Information Regulator are:

- **Postal address:** P.O Box 3153, Braamfontein, Johannesburg, 2017
- **Physical address:** Woodmead North Office Park, Maxwell Drive, Woodmead, Johannesburg, 2191
- **Phone number:** 010 023 5200
- **Website:** [www.inforegulator.org.za](http://www.inforegulator.org.za)
- **General e-mail:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)
- **PAIA Complaints email:** [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)
- **POPIA Complaints email:** [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)

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

<https://inforegulator.org.za/>

### 4. RECORDS WE HOLD TO COMPLY WITH THE LAW

4.1. For purposes of PAIA, the Company holds records across various subjects and categories in electronic and/or physical form, which are created and retained in compliance with applicable South African legislation, some of which are automatically available and others accessible only upon request in accordance with this Manual. As Just Property operates through a franchisor and independently owned franchisee network, the records held by the franchisor and those held by individual franchisees may differ depending on the nature of their respective business activities, operations and legal obligations.

4.2. Please note that records that are 'not automatically available,' must be requested using the process outlined in the 'How to request access' section of this manual. In accordance with Section 52(2) of the Promotion of Access to Information Act, Just Property has voluntarily published a notice detailing categories of records that are automatically available to data subjects and the public. These records can be accessed without having to submit a formal PAIA request. The notice is published on our website at <https://www.just.property/> and is incorporated into this manual, allowing data subjects to easily access, inspect, or copy this information.

**We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.**

4.3. The following legislation applies across multiple categories of records, depending on the nature, purpose and content of the record:

- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Prevention of Organised Crime Act 121 of 1998;
- Prevention of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004;
- Prevention & Combating of Corrupt Activities Act 12 of 2004;
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000;
- Protected Disclosures Act 26 of 2000;
- Prescription Act 18 of 1943;

These Acts are therefore read together with the category-specific legislation listed below.

#### 4.3.1. Company records

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (“CIPC”).

Type of Record	Availability	Applicable Legislation
<b>Registration and incorporation documents</b>	Automatically available from CIPC	Companies Act 71 of 2008; Companies Act 61 of 1973; Promotion of Access to Information Act (“PAIA”) 2 of 2000
<b>PPRA registration and compliance records</b>	Not automatically available	Property Practitioners Act 22 of 2019; PAIA 2 of 2000
<b>Directors and principal records</b>	Not automatically available	Companies Act 71 of 2008; Protection of Personal Information Act (“POPIA”) 4 of 2013; PAIA
<b>BBBEE certificates and verification records</b>	Not automatically available	Broad-Based Black Economic Empowerment Act 53 of 2003; PAIA

#### 4.3.2. Business and Operational records

Business and Operational records include any documents that have economic value to the business.

Type of Record	Availability	Applicable Legislation
<b>Seller and landlord mandates</b>	Not automatically available	Property Practitioners Act 22 of 2019; Consumer Protection Act (“CPA”) 68 of 2008; PAIA; POPIA
<b>Property listings and listing documentation</b>	Not automatically available	Property Practitioners Act; CPA; PAIA
<b>Marketing and advertising material</b>	Not automatically available	CPA; Competition Act 89 of 1998; PAIA

<b>Commission records</b>	Not automatically available	Property Practitioners Act; Companies Act 71 of 2008; PAIA
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#### 4.3.3. Financial records

Financial records are all our records related to our finances.

<b>Type of Record</b>	<b>Availability</b>	<b>Applicable Legislation</b>
<b>Trust account and business account records *(including trust)</b>	Not automatically available	Property Practitioners Act 22 of 2019; Companies Act 71 of 2008; PAIA
<b>Audit and annual financial compliance reports</b>	Not automatically available	Property Practitioners Act 22 of 2019; Companies Act 71 of 2008; PAIA
<b>Accounting and financial management records</b>	Not automatically available	Companies Act 71 of 2008; Income Tax Act 58 of 1962; PAIA
<b>Banking records</b>	Not automatically available	Companies Act 71 of 2008; Electronic Communications and Transactions Act 25 of 2002; PAIA
<b>Banking and payment details</b>	Not automatically available	Companies Act 71 of 2008; PAIA
<b>Commission and remuneration payment records</b>	Not automatically available	Property Practitioners Act 22 of 2019; Companies Act 71 of 2008; PAIA
<b>Invoices and receipts</b>	Not automatically available	Companies Act 71 of 2008; Tax Administration Act 28 of 2011; Value Added Tax Act 89 of 1991 (where applicable); PAIA
<b>Tax and statutory financial records</b>	Not automatically available	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value Added Tax Act 89 of 1991; Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999; Compensation for Occupational Injuries and Disease Act 130 of 1993; PAIA

#### 4.3.4. Insurance records

Insurance records are all our records related to our insurable assets.

<b>Type of Record</b>	<b>Availability</b>	<b>Applicable Legislation</b>
<b>Insurance policies covering company-owned movable and immovable assets</b>	Not automatically available	Companies Act 71 of 2008; PAIA

<b>Public liability and business insurance policies</b>	Not automatically available	Companies Act 71 of 2008; PAIA
<b>Records of insurance claims relating to company assets</b>	Not automatically available	Companies Act 71 of 2008; PAIA
<b>Register of insured movable and immovable assets</b>	Not automatically available	Companies Act 71 of 2008; PAIA

#### 4.3.5. Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

<b>Type of Record</b>	<b>Availability</b>	<b>Applicable Legislation</b>
<b>Personnel personal and employment records *(including identity</b>	Not automatically available	Protection of Personal Information Act 4 of 2013; PAIA 2 of 2000
<b>Employment contracts, remuneration, leave and payroll records *(including salaries or wages</b>	Not automatically available	Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997; Income Tax Act 58 of 1962; PAIA
<b>Health, safety and incapacity records</b>	Not automatically available	Occupational Health and Safety Act 85 of 1993; Compensation for Occupational Injuries and Disease Act 130 of 1993; PAIA
<b>Performance management, evaluations and disciplinary records *(including disciplinary codes and</b>	Not automatically available	Labour Relations Act 66 of 1995; PAIA
<b>Training, accreditation and skills development records</b>	Not automatically available	Property Practitioners Act 22 of 2019; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999; PAIA
<b>Whistleblowing and protected disclosures</b>	Not automatically available	Protected Disclosures Act 26 of 2000; PAIA
<b>Personnel operating manuals and internal HR policies</b>	Not automatically available	Companies Act 71 of 2008; PAIA
<b>Records retained for statutory and prescriptive purposes</b>	Not automatically available	Companies Act 71 of 2008; Prescription Act 18 of 1943; PAIA

#### 4.3.6. Policies and directives

Policies and directives consist of internal and external governance documents that guide the Company's employment practices, client interactions, operational procedures and information systems.

<b>Type of Record</b>	<b>Availability</b>	<b>Applicable Legislation</b>
<b>Internal policies relating to employees and the Company</b>	Not automatically available	Labour Relations Act 66 of 1995; BCEA 75 of 1997; PAIA

<b>External policies relating to clients and third parties</b>	Not automatically available	CPA; PAIA
<b>Information technology systems and information governance policies</b>	Not automatically available	POPIA 4 of 2013; ECTA 25 of 2002; RICA 70 of 2002; PAIA

#### 4.3.7. Agreements or contracts

Agreements or contracts include legally binding documents and related records concluded by the Company in the course of rendering estate agency services.

<b>Type of Record</b>	<b>Availability</b>	<b>Applicable Legislation</b>
<b>Standard agreements and mandates</b>	Not automatically available	Property Practitioners Act 22 of 2019; PAIA
<b>Contracts concluded with customers</b>	Not automatically available	Property Practitioners Act; CPA; PAIA
<b>Rental agreements</b>	Not automatically available	Rental Housing Act 50 of 1999; CPA; PAIA
<b>Bond related agreements (where applicable)</b>	Not automatically available	National Credit Act 34 of 2005; PAIA
<b>Third party contracts (JV, VAR, service providers)</b>	Not automatically available	Companies Act 71 of 2008; PAIA
<b>NDA, letters of intent and MOUs</b>	Not automatically available	Companies Act 71 of 2008; PAIA

#### 4.3.8. Regulatory and Compliance documents

Regulatory and compliance records include records required to demonstrate compliance with applicable legislation governing estate agency services.

<b>Type of Record</b>	<b>Availability</b>	<b>Applicable Legislation</b>
<b>FICA RMCP and compliance records</b>	Not automatically available	Financial Intelligence Centre Act 38 of 2001; PAIA
<b>Client verification and reporting records (FICA)</b>	Not automatically available	FICA; PAIA
<b>Complaints records</b>	Not automatically available	Consumer Protection Act 68 of 2008; Property Practitioners Act 22 of 2019; PAIA
<b>Equality, discrimination and transformation complaints</b>	Not automatically available	Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000; PAIA
<b>Fidelity Fund Certificates for the firm, principals and agents</b>	Not automatically available	Property Practitioners Act 22 of 2019; PAIA
<b>PPRA registration, approvals and compliance correspondence</b>	Not automatically available	Property Practitioners Act 22 of 2019; PAIA

#### 4.3.9. Customer information

Customer information includes personal, transactional and operational records relating to clients, leads, prospects, sellers, buyers, landlords and tenants to whom the Company provides estate agency services.

Type of Record	Availability	Applicable Legislation
Client personal and contact details	Not automatically available	POPIA; PAIA
Client identification and verification records	Not automatically available	Financial Intelligence Centre Act 38 of 2001; POPIA; PAIA
Client communications	Not automatically available	POPIA; PAIA
Listings, advertisements, valuations and mandates	Not automatically available	Property Practitioners Act 22 of 2019; PAIA
Transactional records (sales and leases)	Not automatically available	Property Practitioners Act; PAIA
Sales and performance reports	Not automatically available	Companies Act 71 of 2008; PAIA
Reports submitted to the FIC (if any)	Not automatically available	FICA 38 of 2001; PAIA
Marketing records	Not automatically available	POPIA; Consumer Protection Act 68 of 2008; PAIA

4.4. Certain marketing and informational content is publicly available on the Company's website and does not require a PAIA request.

## 5. HOW TO REQUEST ACCESS

5.1. We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record for Just Property, please complete Form 2 which is available from the Information Regulator website at <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf> or annexed hereto.

5.2. Please submit the completed form to our information officer together with the relevant request fee (details here: [how-much-it-will-cost-you](#)) at our information officer's email address, or our physical address, in terms of our details provided above. Please ensure that the completed form -

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, or postal address,
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

5.3. If you do not use the standard form we may -

- reject the request due to lack of procedural compliance;

- refuse it if you do not provide sufficient information; or
- delay it.

**You may request information by completing a request for access form and submitting it to our information officer together with a request fee.**

## 6. GROUNDS FOR REFUSAL

6.1. We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's personal privacy;
- another person's or entity's commercial information (especially if access would put us in breach of a duty of confidence);
- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- financial, commercial, scientific or technical information;
- sensitive research information.

6.2. We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

**We may have to refuse you access to a record to protect others.**

## 7. HOW WE WILL GIVE YOU ACCESS

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## 8. HOW MUCH IT WILL COST YOU

- 8.1. You must pay us a request fee as required by law when submitting a request for access to information. Please refer to 'Form 03: Outcome of request and of fees payable [Regulation 8]' which is available on the website of the Information Regulator at [www.inforegulator.org.za](http://www.inforegulator.org.za) under the section 'PAIA /Forms'. Annexed hereto for ease of reference.
- 8.2. You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## 9. HOW WE PROCESS AND PROTECT PERSONAL INFORMATION

9.1. We process the personal information of various categories of people for various purposes as set out in this clause.

## 9.2. Categories of people

We process the personal information of the following categories of people:

- customers or clients;
- prospects or leads;
- employees;
- recruiters and medical practitioners providing services related to employees;
- contractors, vendors, or suppliers;
- children and their guardians;
- debtors and creditors;
- dealers; and
- directors and shareholders.

## 9.3. Purposes

We process the personal information to:

- provide our goods or supply our services;
- better understand our data subjects' needs when doing so;
- keep our data subject records up-to-date;
- manage employees in general;
- manage supplier contracts in general;
- manage dealer relationships in general;
- manage customers in general;
- manage customer credit in general;
- market to customers in various countries;
- educate children in general;
- enforce debts;
- market goods and services to prospects;
- run promotional competitions for businesses;
- process customer requests or complaints; and
- process personal information of employees for forensic purposes.

## 9.4. Categories of personal information

We process many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses;
- personal details, such as names and ages;
- demographic details, such as races and age groups;
- health information;
- biometric information;
- account numbers;
- background information;
- contract information;
- credit information;
- market intelligence information;
- learner information; and
- debt and debtor information.

## 9.5. Third-party disclosures

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- law enforcement or regulatory bodies, attorneys, originators, contractors, vendors, or suppliers;
- agents, distributors, or other resellers;

- operators, other responsible parties, or co-responsible parties; and
- third party vendors (such as software developers) to help us maintain our services.

#### 9.6. Cross-border transfers

We send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa's, or recipients who can guarantee the protection of personal information to the same standard we must protect it.

#### 9.7. Security

We implements reasonable technical and organisational measures to safeguard the security, confidentiality, integrity and availability of personal information, including secure system hosting, access controls, restricted employee access, data retention controls, and procedures to support business continuity and respond to security incidents. These measures are applied in accordance with applicable data protection laws, and further detail regarding such security safeguards is set out in our Privacy Policy, which is available on Just Property's website or upon request.

**We do our best to keep all data in our possession secure and up-to-date.**

#### 9.8. Data subject requests

A data subject has the right to:

- Request what personal information the company holds about them and the purpose for which it is being processed.
- Be informed of how their personal information is being processed, kept and how to keep it up to date

**We give effect to data subjects rights.**

### 10. REMEDIES

If your request for access is denied, you may -

- apply to a court with appropriate jurisdiction, or
- lodge a complaint with the Information Regulator, for the necessary relief.

### 11. AVAILABILITY OF THIS MANUAL

This manual is available in English and will be available on our website, and at our company offices. The manual is also electronically available on our website at: <https://www.just.property/paia-manual/>

### 12. UPDATES TO THIS MANUAL

This manual will be updated whenever we make material changes to the current information.

**Annexure A**

Just Property Franchisee's Offices		Office Contact Number	Email Addresses:
1	Alpha	031 464 6107	alpha@just.property
2	Amanzimtoti	031 903 7434	amanzimtoti@just.property
3	Atlantic Seaboard	021 201 7007	atlanticseaboard@just.property
4	Beyond	014 592 8100	beyond@just.property
5	Bloemfontein	051 447 8773	bloemfontein@just.property
6	Blouberg	021 557 3046	blouberg@just.property
7	Choice	033 815 7660	choice@just.property
8	City Bowl	033 815 7660	citybowl@just.property
9	Claremont and Constantiaberg	021 683 0549 / 021 702 4599	claremont@just.property
10	Connect	079 495 9494	connect@just.property
11	De Aar	053 631 0060	deaar@just.property
12	Direct Malmesbury	022 448 1650	directmalmesbury@just.property
13	Dynamic	021 979 5878	dynamic@just.property
14	Elite	018 787 2033/4	elite@just.property
15	Ethiopia	251911200142	ethiopia@just.property
16	George	044 874 0192	george@just.property
17	Graaff-Reinet	049 893 0091	graaffreinet@just.property
18	Harare	024 244 3546	yevaim@just.property
19	Hartenbos	044 695 2304	hartenbos@just.property
20	Heidelberg	016 341 2029/2252	heidelberg@just.property
21	Helderberg	021 854 6372	helderberg@just.property
22	Heritage	011 431 0804	heritage@just.property
23	Hermanus	028 312 2247	hermanus@just.property
24	Impact (Benoni)	011 894 3252	impact@just.property
25	Kalahari	053 723 1231	kalahari@just.property
26	Kimberley	076 935 7436	kimberley@just.property
27	Klerksdorp	018 468 8446	klerksdorp@just.property
28	Knysna and Sedgefield	044 874 0192	knysnaandsedgefield@just.property
29	Kroonstad	056 213 4198	kroonstad@just.property
30	Kuruman	053 050 0044	riat@just.property
31	Legends Dolphin Coast	032 001 0016	dolphincoast@just.property
32	Legends Zululand	035 789 5646/940 0444	zululand@just.property
33	Lephalale	014 763 2723	katag@just.property

34	Lifestyle Jeffreys Bay	042 293 4190	lifestylejeffreysbay@just.property
35	Lifestyle Plettenberg Bay	076 699 9866	lifestyleplettenbergbay@just.property
36	Lifestyle St Francis Bay	065 225 4014	lifestyle@just.property
37	Living	039 315 0783	living@just.property
38	Marine	041 368 1323	marine@just.property
39	Middelburg	013 243 4747	middelburg@just.property
40	Midstream Estate	012 940 9277	midstreamestate@just.property
41	Montana	012 543 2832	montana@just.property
42	Nelspruit	013 752 2464	nelspruit@just.property
43	Odyssey	060 895 7689	odyssey@just.property
44	Pinnacle	047 110 9170	pinnacle@just.property
45	Platinum Mossel Bay	044 690 5002	mosselbay@just.property
46	Platinum Oudtshoorn	044 272 5336	platinumoudtshoorn@just.property
47	Port Elizabeth	041 581 6471	portelizabeth@just.property
48	Port Elizabeth Commercial	041 581 6471	pecommercial@just.property
49	Potchefstroom	018 293 1858	potchefstroom@just.property
50	Pretoria North	012 546 3775	pretorianorth@just.property
51	Prime	046 622 9622	prime@just.property
52	Prosper	021 559 0351	prosper@just.property
53	Protea Paarl	021 872 1487	langebaan@just.property
54	Select	011 396 1018	select@just.property
55	Stellenbosch	021 883 8880	stellenbosch@just.property
56	Summit	012 667 5201	summit@just.property
57	The Moot	012 010 0881	themoot@just.property
58	Triumph	012 259 1211	triumph@just.property
59	Uitenhage	041 992 4316	uitenhage@just.property
60	Umhlanga	031 764 0976	umhlanga@just.property
61	Upper Highway	031 764 0976	upperhighway@just.property
62	Upington	054 065 0037	upington@just.property
63	Vaal Triangle	016 423 5282	vaaltriangle@just.property
64	Vryburg	053 927 2174	vryburg@just.property
65	Waterberg	082 968 338 / 084 588 3389	waterberg@just.property
66	Weskus	022 713 1471	weskus@just.property
67	Windhoek	0026 46 122 0673	windhoek@just.property

## SECTION 23 POPIA REQUEST FORM

### Request for Access to Personal Information

In terms of Section 23 of the Protection of Personal Information Act, 4 of 2013 ("POPIA")

#### 1. Requester Details (Data Subject)

Full Names	
ID/Passport Number	
Contact Number	
Email Address	
Postal Address	

#### 2. Proof of Identity

(Attach a certified copy of your identity document/passport to verify your identity.)

#### 3. Nature of the Request

(Please tick the appropriate box and provide details where necessary)

- I request confirmation as to whether the organisation holds personal information about me.
- I request access to a record or description of the personal information held about me.
- I request information about the categories of third parties who have, or have had, access to my personal information.

#### 4. Description of the Personal Information Requested

(Provide sufficient detail to enable the responsible party to locate the record/information.)

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#### 5. Preferred Method of Access

- Email
- Printed copy (collection/post)
- View in person (by appointment)
- Other (please specify): \_\_\_\_\_

#### 6. Declaration

I declare that the information provided in this request is accurate and that I am entitled to request access to the personal information under section 23 of POPIA. I understand that the responsible party may request additional information to verify my identity and may charge a reasonable fee (*if applicable*) as prescribed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### 7. For Office Use Only

Date Received	
Reference Number	
Identity Verified	
Date Responded	
Outcome	

# 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: <input type="text"/>
	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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
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 <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
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 <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

**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:	

<b>FEES</b>	
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 <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
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 ( <i>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</i> ) 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.	
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**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
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 ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: <i>(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)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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**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			
• If provided to the requestor	R60.00		
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			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**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