



HANRI SWANEPOEL INC.

ATTORNEYS • NOTARIES • CONVEYANCERS

PAIA MANUAL

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

DATE OF COMPILATION: 23/06/2022

UPDATED: 18 September 2026

1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SWANEPOEL CONVEYANCING

2.1. Information Officer

Name: Hanri Swanepoel
Cell: 068 241 2008
Email: hanri@hsattorney.co.za

Registered Address: 3 Nelson Street
Bellair
Bellville
7530

Other business address: Frazzitta Business Park
Suite 21
Cnr Langeberg & Batis Road
Durbanville

Postal Address: same as registered address

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

3.1. 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.

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

3.3. The aforesaid Guide contains the description of-

3.3.1. the objects of PAIA and POPIA;

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

3.3.2.1. the Information Officer of every public body, and

- 3.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 3.3.3. the manner and form of a request for-
 - 3.3.3.1. access to a record of a public body contemplated in section 11; and
 - 3.3.3.2. access to a record of a private body contemplated in section 50;
- 3.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 3.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 3.3.6. 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-
 - 3.3.6.1. an internal appeal;
 - 3.3.6.2. a complaint to the Regulator; and
 - 3.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 3.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 3.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 3.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 3.3.10. the regulations made in terms of section 92.

3.4. The Guide can be obtained-

- 3.4.1. upon request to the Information Officer;
- 3.4.2. from the website of the Regulator

4. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record
Business Details	Name, contact details, address, registration number, email address
Privacy Policies	Website Privacy Policy PAIA Manual

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

Category of Records	Applicable Legislation	AVAILABILITY
PAIA Manual	Promotion of Access to Information Act 2 of 2000	On website
Internal Company Privacy Policy Website Privacy Policy	Protection of Personal Information Act 3 of 2014	On request On website
Fidelity Fund Certificate	Legal Practice Act 28 of 2014	On request
Cor Registration Certificates Share Certificates Beneficial declaration	Companies Act	On request Not available Not available

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

We process personal information only for lawful, specific and necessary purposes, including responding to enquiries, opening and administering client files, verifying client and matter details, rendering legal services, complying with legal and

regulatory duties, communicating with clients and relevant parties, keeping proper records relating to instructions received and account processing.

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

Categories of Data Subjects	Personal Information that may be processed
Clients	name, address, registration numbers or identity numbers, employment status, solvency status, marriage status, income tax number and bank details, contact details
Property Practitioners	names, registration number, vat numbers, address, and bank details, fidelity fund certificates
Firms and their relevant Employees	registration numbers, vat numbers, address, Banking Details, names, contact details
Service Providers	Names, address, registration number, bank details, vat number, contact details

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and/or registration number and names, contact numbers, vat numbers, income tax numbers, addresses	LexisConvey Property Practitioners SARS Relevant Municipality Relevant Conveyancing Firms Messengers submitting deeds

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

Client and enquiry information is stored electronically on OneDrive and may also be kept in practice records where necessary. Reasonable technical and organisational safeguards are used to protect personal information, including ESET security software, password controls and access controls limiting access to information to authorised persons only.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on the website

9.1.2 to any person upon request.

9.1.3 Should you wish to obtain a hard copy, one shall be available upon collection at the business address at R5.00 per page.

9.1.4 at the Information Regulator website upon request.

10. UPDATING OF THE MANUAL

The Information Officer will update this manual on an annual basis, if necessary.

Issued by

HANRI SWANEPOEL

Information Officer