

SANDAK-LEWIN PROPERTY TRUST (PTY) LTD

PAIA MANUAL

Prepared in accordance with

Section 51 of the Promotion of Access to Information Act 2 of 2000

as amended by the Protection of Personal Information Act 4 of 2013

Version: 2026

Registration Number: 2010/009967/07

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1. Introduction and Background

1.1 Legal Framework

The Promotion of Access to Information Act 2 of 2000 (“PAIA”) gives effect to the constitutional right of access to information in section 32 of the Constitution of the Republic of South Africa, 1996. Every person is entitled to access information held by another person (private body) where such information is required for the exercise or protection of any right.

1.2 Effect of POPIA

PAIA was amended by the Protection of Personal Information Act 4 of 2013 (“POPIA”), which came into full effect on 1 July 2021. POPIA introduced new requirements for the processing of personal information and modified PAIA in several respects, including the designation of an Information Officer in place of the head of the body for purposes of access requests. This manual reflects PAIA as amended by POPIA.

1.3 About Sandak-Lewin Property Trust (Pty) Ltd

Sandak-Lewin Property Trust (Pty) Ltd (“the Company”) provides management services to community schemes and rental properties, and offers prospective buyers and sellers of residential and commercial property a comprehensive range of professional property services.

1.4 Purpose and Scope of this Manual

This manual is published in accordance with section 51 of PAIA. It is intended to assist any person who wishes to request access to a record held by the Company. It sets out the categories of records held, the procedure for making a request, the fees payable, and the remedies available if a request is refused.

This manual should be read together with the Company’s POPIA Compliance Manual, which addresses the Company’s obligations under POPIA in greater detail, and the Company’s Privacy Policy, which is published on the Company’s website.

The provision of any information in this manual, in addition to that specifically required in terms of section 51 of PAIA, does not create any contractual right or entitlement to receive such information other than as specified in PAIA.

2. Particulars of the Body and Information Officer

2.1 Entity Details

Field	Details
Name of Body	Sandak-Lewin Property Trust (Pty) Ltd
Registration Number	2010/009967/07

Physical Address	64 Roeland Square, Drury Lane, Gardens, Cape Town, 8001
Postal Address	PO Box 2624, Cape Town, 8001
Telephone	(021) 419-0440
Email	info@sltrust.co.za
Website	www.sltrust.co.za

2.2 Information Officer

In terms of section 55 of POPIA, read with section 17 of PAIA, the Company has designated the following person as Information Officer. The Information Officer is responsible for ensuring compliance with PAIA and POPIA, dealing with access requests, and serving as the point of contact for the Information Regulator and data subjects.

Field	Details
Name	David Rebe
Position	CEO
Telephone	(021) 419-0440
Email	david.rebe@sltrust.co.za
Physical Address	64 Roeland Square, Drury Lane, Gardens, Cape Town, 8001

The Information Officer has been registered with the Information Regulator of South Africa as required by section 55(2) of POPIA.

2.3 Deputy Information Officer

In terms of section 17(1) of PAIA and section 56 of POPIA, the Information Officer has designated a Deputy Information Officer to assist with the performance of duties.

Field	Details
Name	Natasha Towers
Position	Operations Manager
Telephone	(021) 419-0440
Email	natasha.towers@sltrust.co.za

3. Guide on How to Use PAIA

3.1 The Section 10 Guide

The Information Regulator has, in terms of section 10 of PAIA, compiled a Guide on the use of PAIA in an easily comprehensible form and manner. The Guide explains, among other things, the objects of PAIA and POPIA, how to make a request, the assistance available, and the remedies available in law.

3.2 How to Obtain the Guide

The Guide is available, free of charge, from the Information Regulator and on its website. The Guide may also be obtained from the South African Human Rights Commission, which historically performed functions in relation to PAIA before the Information Regulator assumed those functions.

3.3 Information Regulator Contact Details

Contact	Details
Body	Information Regulator of South Africa
Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address	PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone	+27 10 023 5200
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

3.4 South African Human Rights Commission Contact Details

Contact	Details
Body	South African Human Rights Commission
Postal Address	Private Bag X2700, Houghton, 2041
Telephone	+27 11 877 3600
Email	PAIA@sahrc.org.za
Website	www.sahrc.org.za

4. Records Held by the Company

The records held by the Company are categorised below in accordance with section 51(1)(c), (d) and (e) of PAIA.

4.1 Records that are Automatically Available

The following records are automatically available, free of charge, and may be viewed, downloaded or copied from the Company's website (subject to the Company's intellectual property rights). It is not necessary to apply for access to these records in terms of PAIA. The only fee that may be charged in respect of these records is the prescribed reproduction fee:

- This PAIA Manual
- The Company's POPIA Compliance Manual
- The Company's Privacy Policy
- Information published on the Company's website about its services and operations
- Marketing brochures, listings and similar published material

4.2 Records Held in Accordance with Other Legislation

In accordance with duties imposed by various pieces of legislation, the Company is required to retain certain records which are not automatically available. These include records held by virtue of, among others:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Community Schemes Ombud Service Act 9 of 2011
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Constitution of the Republic of South Africa, 1996
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Estate Agency Affairs Act 112 of 1976 (as repealed and replaced by the Property Practitioners Act 22 of 2019)
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001 ("FICA")
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Access to Information Act 2 of 2000

- Property Practitioners Act 22 of 2019
- Protection of Personal Information Act 4 of 2013
- Sectional Titles Act 95 of 1986
- Sectional Titles Schemes Management Act 8 of 2011
- Skills Development Levies Act 9 of 1999
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Records of a public nature listed above may be available elsewhere without the need to request access in terms of PAIA.

4.3 Other Records Held by the Company that are Not Automatically Available

The records listed below are not automatically available without a request in terms of PAIA. These records are classified as commercial information of the Company, as a private body, as provided for in section 68 of PAIA. A request made in terms of PAIA for records in any of the categories below may be refused in accordance with the grounds of refusal set out in PAIA.

Category	Subject of Record
Corporate and administrative	Memorandum of Incorporation; shareholder agreements and registers; board and management resolutions and minutes; statutory and CIPC records; internal policies and procedures.
Financial and accounting	Audited financial statements and management accounts; invoices, receipts and payment records; banking information and bank statements; tax and SARS-related records; VAT records; trust accounting records; insurance records and policies.
Employees	Personal records provided by employees; records provided by third parties relating to employees; employment contracts and conditions of employment; personnel files; remuneration, leave and attendance records; disciplinary, performance and internal evaluation records; training records; correspondence relating to employees; UIF, PAYE and SDL records; employee medical information (where applicable).
Clients, owners and tenants	Records provided by clients, owners or tenants to the Company or to a third party acting on its behalf; records provided by a third party to the Company in respect of a client, owner or tenant; identity and contact information; marital status and nationality information; FICA customer due diligence records;

	credit and affordability assessment records; correspondence; transactional records.
Property management	Community scheme management agreements; rental agreements and leases; sale agreements and mandates; property inspection and condition reports; maintenance and contractor records; body corporate and homeowners' association records; sectional title registers and plans; financial management records for schemes.
Security and operational	Access control logs (where held by the Company for managed properties); CCTV footage (where applicable); security incident reports; IT system logs and backups.
Third party records	Records held by the Company relating to other parties, including financial records, correspondence and contractual information; records provided by third parties and records that third parties have provided to the Company which relate to contractors and suppliers; records pertaining to other third parties such as contractors, suppliers, service providers and joint venture partners.

None of the information in this section 4.3 is automatically available without a request. A request must be made in the prescribed form, addressed to the Information Officer, and is subject to the fees and procedures set out below.

5. Request Procedure

5.1 Who May Request a Record

Any person may request access to a record of the Company if the record is required for the exercise or protection of any right. Where a public body lodges a request, the public body must be acting in the public interest.

5.2 Form of Request

A requester must use the prescribed Request for Access to Records form (the standard PAIA Form 2 prescribed by Regulation 7 of the PAIA Regulations) to request access to a record. The form is available on the Company's website and on request from the Information Officer. The completed form must be addressed to the Information Officer at the contact details set out in section 2 above.

The requester must:

- Provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester;
- Indicate the form of access required (copy, inspection, transcription, electronic copy);
- Specify a postal address, fax number or email address within the Republic;

- Identify the right that is sought to be exercised or protected, and explain why the requested record is required for the exercise or protection of that right;
- If making the request on behalf of another person, attach proof of the capacity in which the request is made; and
- Attach a copy of the requester's identity document or passport.

Where an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Information Officer, who will reduce the request to writing and provide a copy to the requester.

5.3 Processing of Requests

The Information Officer will decide whether to grant or refuse the request within 30 days of receipt, unless this period is extended by not more than 30 additional days in accordance with section 57 of PAIA (for example, where the request is for a large amount of information, or the search requires retrieval from another office). The requester will be notified in writing of any extension and of the final decision, using the prescribed Outcome of Request and Fees Payable form (PAIA Form 3 prescribed by Regulation 8).

6. Fees

6.1 Types of PAIA Fees

PAIA provides for two types of fees:

- **A request fee** — a standard, non-refundable administrative fee, payable before the request is considered. A personal requester (a person seeking access to records containing their own personal information) is not required to pay the request fee.
- **An access fee** — payable when access is granted, calculated by taking into account reproduction costs, search and preparation time, and postal costs (where applicable).

On receipt of a request, the Information Officer will notify the requester of the prescribed request fee (where applicable) before attending to the request. The Company may withhold a record until the applicable fees have been paid.

Where the search for, or preparation of, the record requires more than six (6) hours, the Information Officer may require the requester to pay a deposit of one-third (1/3) of the access fee before further work is undertaken. If the request is subsequently refused, the deposit will be refunded.

The requester may lodge a complaint with the Information Regulator, or bring an application to a court, against the tender or payment of a request fee, access fee or deposit.

6.2 POPIA — Free of Charge Enquiry

POPIA grants every data subject the right to enquire from the Company, free of charge, whether the Company holds personal information about the data subject. The data subject also has the right to

request a description of the personal information held, including information about the identity of all third parties (or categories of third parties) who have, or have had, access to the information.

Where a service is provided to the data subject for which a fee is payable, the Company will provide the data subject with a written estimate of the fee before providing the service, and may require payment of a deposit in respect of all or part of the fee.

6.3 Prescribed Fee Schedule

The fees payable in respect of PAIA requests are prescribed by Regulation under PAIA and are subject to periodic revision by the Minister of Justice and Constitutional Development. The current fee schedule is the schedule prescribed by the PAIA Regulations as published in the Government Gazette from time to time.

The current prescribed fee schedule may be obtained from:

- The Information Officer, on request and free of charge;
- The Information Regulator's website at www.inforegulator.org.za; and
- The Department of Justice and Constitutional Development website at www.justice.gov.za.

This manual does not reproduce the rand amounts in the fee schedule, to ensure that the manual remains accurate in the event that the prescribed fees are revised. The fee schedule in force at the date of any request governs that request.

7. Third Party Notification

In accordance with sections 47 to 49 of PAIA, the Company will take all reasonable steps to inform a third party to whom or which a requested record relates if the disclosure of that record would:

- Involve the disclosure of personal information about that third party;
- Involve the disclosure of trade secrets, or financial, commercial, scientific or technical information of that third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party;
- Involve the disclosure of information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations, or prejudice that third party in commercial competition;
- Constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement; or
- Involve the disclosure of information about research being, or to be, carried out by or on behalf of a third party.

The Company will notify the third party within 21 days after the request is received. Within 21 days of being informed of the request, the third party may make written or oral representations to the Information Officer as to why the request should be refused, or give written consent for the disclosure of the record to the requester.

The Company will notify the third party of the outcome of the request. The third party may lodge a complaint with the Information Regulator, or bring an application to a court, against the decision within 30 days after notice is given. Access to the record will only be given after the expiry of the 30-day period.

8. Refusal of Requests and Remedies

8.1 Grounds for Refusal

Access to a record may be refused on the grounds set out in sections 62 to 70 of PAIA, including (without limitation):

- Mandatory protection of the privacy of a third party who is a natural person, where disclosure would involve the unreasonable disclosure of personal information;
- Mandatory protection of the commercial information of a third party (trade secrets; financial, commercial, scientific or technical information; or information disclosed in confidence);
- Mandatory protection of confidential information of third parties protected in terms of any agreement or legislation;
- Mandatory protection of the safety of individuals and the protection of property;
- Records privileged from production in legal proceedings;
- Mandatory protection of the commercial activities of the Company, including its trade secrets, financial information that could put the Company at a disadvantage, and computer programs protected by copyright;
- Mandatory protection of research information of a third party or the Company; and
- Requests that are manifestly frivolous or vexatious, or that involve an unreasonable diversion of resources.

8.2 Notification of Decision

Where access is refused, the requester will be notified in writing with reasons, using the prescribed Outcome of Request and Fees Payable form (PAIA Form 3). Where a record cannot be found or does not exist, the requester will be notified by way of an affidavit or affirmation in accordance with section 55 of PAIA.

8.3 Remedies

A requester whose request is refused, or a third party aggrieved by a decision to grant a request, may:

- Lodge a complaint with the Information Regulator within 180 days of the decision, alleging that the decision was not in compliance with PAIA. The Information Regulator may investigate the complaint and may refer the matter to the Enforcement Committee established under POPIA, or may serve an enforcement notice; or
- Apply to a court (including a Magistrates' Court) for appropriate relief in terms of section 78 of PAIA.

9. Other Prescribed Information

Section 51(1)(f) of PAIA requires publication of any other information as may be prescribed by the Minister of Justice and Constitutional Development. At the date of publication of this manual, no further regulations have been issued under section 51(1)(f). This section will be updated as and when such regulations are published.

10. Availability and Updating of this Manual

This manual is made available in accordance with section 51(3) of PAIA and will:

- Be submitted to the Information Regulator as required;
- Be published on the Company's website;
- Be available at the physical address set out in section 2, free of charge for inspection; and
- Be available in copy form at the address set out in section 2, subject to the applicable fees.

This manual will be reviewed and updated on a regular basis in accordance with section 51(2) of PAIA, and at least every two years, or sooner if required by regulatory or legislative developments.

11. Prescribed Forms

The following standard forms prescribed under the PAIA Regulations are available on the Company's website and on request from the Information Officer, free of charge:

Form	Purpose
Request for Access to Records (PAIA Form 2, Regulation 7)	To be completed by any person requesting access to a record held by the Company.
Outcome of Request and Fees Payable (PAIA Form 3, Regulation 8)	Issued by the Information Officer to notify the requester of the decision on the request and any access fees payable.

The Company uses the standard forms as prescribed by the Regulations and has not adopted any private body-specific variants. Using the prescribed forms ensures consistency with the Information Regulator's requirements.