

PROPERTY PAYMENT SOLUTIONS (PTY) LTD
2005/001364/07
T/A PAYPROP

PAIA MANUAL

in terms of

Section 51 of
The Promotion of Access to Information Act
(No. 2/2000)

(the “ACT”)

OWNERSHIP:

This manual is owned by Property Payment Solutions (Pty) Ltd.

As CEO of Property Payment Solutions (Pty) Ltd, I, Adriaan Louwrens Liebenberg , hereby confirm the adoption of this manual.

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1. INTRODUCTION

The Promotion of Access to Information Act (No. 2 of 2000) gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State, as well as information held by another person (or private body) when such privately held information is required to exercise a right or to protect a right. The Act provides that a person requesting information must be given access to any record of a private body, if that record is required for the exercise or the protection of a right. However, such request has to comply with the procedural requirements laid down by the Act.

This manual is compiled in accordance with Section 51 of the Act and contains:

- the Company's contact details,
- a short description of the guidance document on the application of the Promotion of Information Act and the process to be followed in order to obtain a copy of this guide (compiled by the Human Rights Commission in terms of section 10 of the Act),
- the process to be followed in order to access information held by the Company,
- a description of the typology of records held by the Company and a description of records which are freely available without having to submit a formal request to access information in terms of the Act and
- a description of the Company's information which are available in accordance with other legislation.

2. COMPANY CONTACT DETAILS

Property Payment Solutions (Pty) Ltd, trading as PayProp, is an Application Service Provider that provides property managers with a complete electronic payment solution. Any person who wishes to request any information held by the Company in order to protect or exercise a right may contact the Company's information officer at the following contact details:

Directors: Mr. A L Liebenberg (CEO & Information Officer)
Mr. A F Holtshausen
Postal address: PO Box 842, Stellenbosch, 7599
Physical address: 38 Dorp Street, Stellenbosch, 7600
Telephone number: 021 886 8739
Email address: louv.liebenberg@payprop.co.za

3. THE ACT

- 3.1 The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: 011 877 3600
Fax Number: 011 403 0625
Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

The Company, duly incorporated in South Africa under the Companies Act (No 61 of 1973), is bound by all applicable legislation for companies with employees, but also the following:

No	Ref	Act
1	No 50 of 1999	The Rental Housing Act
2	No 112 of 1976	The Estate Agency Affairs Act
3	No 38 of 2001	The Financial Intelligence Centre Act

5. SCHEDULE OF RECORDS

None of the Company's records is automatically available for inspection purposes. All records and information in terms of the Act may be formally requested from the information officer who will assess and facilitate the request for information. Request for access to documents held by the Company will be in accordance with the Act. The types of records available to the person requesting the information are listed hereunder, but are not limited to the following:

- the Company's policies
- the Company's internal rules and procedures
- statutory records.

6. FORM OF REQUEST

To facilitate the processing of your request, kindly

- 6.1 Use the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za.
- 6.2 Address your request to the Chief Executive Officer of the Company.
- 6.3 Provide sufficient details to enable the Company to identify:
 - 6.3.1 The record(s) requested
 - 6.3.2 The requester (and if an agent is lodging the request, proof of capacity);
 - 6.3.3 The form of access required;
 - 6.3.3.1 The postal address or fax number of the requester in the Republic;
 - 6.3.3.2 If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 6.3.4 The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7. PRESCRIBED FEES

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za.

8. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The Act provides a number of grounds on which a request for access to information must be refused. These grounds mainly concern instances where the privacy and interests of other individuals are protected, where such records are already otherwise publicly available, instances where public interest are not served, the mandatory protection of commercial information of a third party, as well as the mandatory protection of certain confidential information of a third party.

A complete list of the grounds for refusal is indicated within Chapter 4 of the Act.

9. MANUAL AVAILABILITY

The manual is available for inspection at the Company's office free of charge. Copies of this manual are also available at the South African Human Rights Commission.