MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION TO ACCESS TO INFORMATION ACT 2/2000 (“THE ACT”) 2026

BUSINESS NAME: CITY AND ATLANTIC REAL ESTATE (PTY) LTD

T/A REMAX LIVING

BUSINESS REGISTRATION NUMBER: 2026/837377/07

BUSINESS ADDRESSES:

CITY BOWL OFFICE: 76 KLOOF STREET, GARDENS, CAPE TOWN, 8001

SEA POINT OFFICE: 401 MAIN ROAD, SEA POINT, CAPE TOWN, 8001

CAMPS BAY OFFICE: 85 VICTORIA ROAD, SHOP 111, CAMPS BAY, CAPE TOWN

DE WATERKANT OFFICE: 70 PRESTWICH ST, DE WATERKANT, CAPE TOWN, 8001

MILNERTON : SHOP 43 AND SHOP M103, THE PADDOCKS, 29 RACECOURSE RD, ROYAL ASCOT, CAPE TOWN, 7441

HOUT BAY OFFICE: 5 PAM ARLENE PLACE, MAIN ROAD, HOUT BAY, 7806

BUSINESS WEBSITE: info@remaxliving.co.za

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1. BACKGROUND TO AND PURPOSE OF THE PROMOTION OF ACCESS TO INFORMATION ACT

1.1 The Promotion of Access to Information Act, No 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the rights created in terms of Section 32 of the Bill of Rights in the Constitution of the Republic of South Africa 108 of 1996 ('the Constitution") of access to any information held by the state or any information that is held by another person or entity and that is required for the exercise or protection of any rights.

1.2 In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual which means that the agency must comply.

1.3 This PAIA Manual is intended to ensure that the agency complies with the Act and to foster a culture of transparency and accountability within the agency by giving effect to the right to information.

1.4 Where a request is made in terms of the Act, the agency will be obliged to release the information, subject to applicable legislative and/or regulatory requirements except where the Act expressly provides that the information may or must not be released or where the agency has classified the information as proprietary or confidential.

1.5 The Act sets out the relevant procedures to be adopted when such an information request is received by the agency.

1.6 In order to promote effective governance of the agency, it is necessary to ensure that everyone who interacts with the agency is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to Public and Private bodies, including that of the agency.

1.7 Wherever reference is made to *"Private Body"* in this Manual, this will also refer to the agency, a Private Body which operates in the real estate industry for which this Manual is drafted.

1.8 This PAIA Manual is useful for the public to:

1.8.1 Check the categories of records held by the agency which are available without a person having to submit a formal PAIA request;

1.8.2 Have a sufficient understanding of how to make a request for access to a record of the agency by providing a description of the subjects on which the agency holds records, and the categories of records held on each subject;

1.8.3 Know the description of the records of the agency which are available in accordance with any other legislation;

1.8.4 Access all the relevant contact details of the Information Officer and Deputy Information Officer if applicable, who will assist the public with the records they intend to access;

1.8.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

1.8.6 Know if the agency will process Personal and Special Personal Information, the purpose of processing of Personal and Special Personal Information and the description of the categories of data subjects and of the information or categories of information relating thereto;

1.8.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;

1.8.8 Know the recipients or categories of recipients to whom the Personal and Special Personal Information may be supplied;

1.8.9 Know if the agency has planned to transfer or process Personal and Special Personal Information outside the Republic of South Africa and the recipients or categories of recipients to whom the Personal and Special Personal Information may be supplied; and

1.8.10 Know whether the agency has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal and Special Personal Information which is to be processed.

1.9 In addition, this PAIA Manual complies with the requirements set out in Section 10 of the Act and recognizes that, upon commencement of the Protection of Personal Information Act 4 of 2013 (POPIA"), the appointed Information Regulator will be responsible to regulate compliance with the Act.

1.10 POPIA promotes the protection of Personal Information processed by a Private Body or Public Body, including certain conditions so as to establish minimum requirements for the Processing of Information.

1.11 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information, by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, the issuing of codes of conduct, and the rights of persons regarding unsolicited electronic communications and automated decision making, to regulate the flow of Personal and Special Personal Information and to provide for matters concerned therewith.

1.12 In terms of POPIA, the agency may collect all types of Personal Information, including Special Personal Information, relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including but not limited to:

1.12.1 name, address (including proof of address),
1.12.2 other contact details (including email addresses and telephone numbers),
1.12.3 gender,
1.12.4 marital status,
1.12.5 date and place of birth,
1.12.6 nationality,
1.12.7 employer,
1.12.8 job title,
1.12.9 financial records and employment history, and
1.12.10 family details, including their relationship to the Data Subject;
1.12.11 identification numbers issued by government bodies or agencies, such as the Data Subject's identity number, passport number, tax identification number, driving licence number, and company registration number;
1.12.12 demographic information, such as the Data Subject's address, preferences, and interests;
1.12.13 information relevant to the provision of the agency's products and services; information relevant to the procurement of products and services from suppliers;
1.12.14 bank account or payment card details,
1.12.15 income, or other financial information;
1.12.16 information that the Data Subject provides to the agency as part of it providing products and services to the Data Subject, which depends on the nature of the Data Subject's instructions to any agent or employee and broker of the agency;
1.12.17 Special Personal Information, including information about the Data Subject's health, racial or ethnic origin, political opinions, religious or philosophical beliefs and trade union membership;
1.12.18 the Data Subject's genetic and biometric information; information about the Data Subject's sex life;
1.12.19 information the Data Subject provides to the agency for the purposes of attending meetings and events, including dietary requirements which may reveal information about the Data Subject's health or religious beliefs;
1.12.20 still and video images captured by CCTV at any of the agency's offices; and
1.12.21 identity data, contact data, and Special Personal Information from publicly available sources or third parties, service providers and the like, who conduct screening on any employee and broker, client, or service providers for anti-money laundering purposes.

1.13 Examples of third parties from whom Personal Information may be collected include:

1.13.1 other Remax affiliates;

1.13.2 clients when the agency handles Personal Information on their behalf;
1.13.3 Regulatory Bodies;
1.13.4 credit reference agencies;
1.13.5 other companies providing services to the agency; and
1.13.6 where the agency makes use of publicly available sources of information.

1.14 Hereunder is a short summary of the categories of Data Subjects of the agency and the information or categories of information relating thereto that may be processed:

CATEGORY OF DATA SUBJECTS	PERSONAL INFORMATION WHICH IS COLLECTED AND PROCESSED
Clients	Names, addresses, registration numbers or identity numbers, employment status, marital status, VAT numbers, bank details, tax numbers.
Service Providers	Names, registration numbers or identify numbers, VAT numbers, addresses, trade secrets and bank details.
Employees and brokers and potential employees and brokers	Names, surnames, identity numbers, addresses, qualifications, employment record, references, salary details, marital status, criminal record, appointment letters, leave forms, disciplinary records and records of employee and broker life cycle, gender and race.
Debtors/ Creditors	Names, addresses, registration numbers or identity numbers, statements, invoices, bank details.

2. OVERVIEW OF THE AGENCY

2.1 The agency operates from various locations:

BUSINESS NAME:	**CITY AND ATLANTIC REAL ESTATE (PTY) LTD T/A RE/MAX LIVING**
REGISTRATION NUMBER:	**2026/837377/07**
BUSINESS EMAIL ADDRESS:	**info@remaxliving.co.za**
BUSINESS TELEPHONE NUMBER:	**021 423 4488**

CITY BOWL OFFICE:	**76 KLOOF STREET, GARDENS, CAPE TOWN**
SEA POINT OFFICE:	**401 MAIN ROAD, SEA POINT, CAPE TOWN, 8001**
CAMPS BAY OFFICE:	**85 VICTORIA ROAD, SHOP 111,CAMPS BAY, CAPE TOWN**
MILNERTON OFFICE:	**SHOP 43 AND SHOP M103, THE PADDOCKS, 29 RACECOURSE RD, ROYAL ASCOT, CAPE TOWN, 7441**
HOUT BAY OFFICE:	**5 PAM ARLENE PLACE, MAIN ROAD, HOUT BAY, 7806**

(collectively herein referred to either as Remax Living or as "the agency").

2.2 The agency operates in the real estate industry and delivers a wide variety of real estate services including (but not limited to):

2.2.1 Residential and Commercial Sales;

2.2.2 Managed Residential Rentals; and

2.2.3 Managed Commercial Rentals.

3. COMMUNICATIONS OFFICER FOR THE AGENCY SECTION 51 (1) (A))

NAME AND SURNAME	**SUSAN WATTS**
TELEPHONE NUMBER	**+27(0) 21 423 4488**
EMAIL ADDRESS	**susan@remaxliving.co.za**

4. INFORMATION OFFICER OF THE AGENCY

NAME AND SURNAME	**SUSAN WATTS**
TELEPHONE NUMBER	**+27(0) 21 423 4488**
EMAIL ADDRESS	**susan@remaxliving.co.za**

THE GENERAL RESPONSIBILITIES OF THE AGENCY'S INFORMATION OFFICER INCLUDE THE FOLLOWING

4.3 To ensure that a compliance framework is developed, implemented, monitored and maintained;

4.4 To ensure that a personal information impact assessment is done to ensure that adequate measures and standards exist to comply with the conditions for the lawful processing of personal information;

4.5 That internal measures are developed together with adequate systems to process requests for information or access thereto;

4.6 That internal awareness sessions are conducted regarding the provisions of POPIA, Regulations made in terms of POPIA, codes of conduct, or information obtained from the Regulator;

4.7 That, upon request by any person, copies of the manual are provided to that person upon the payment of a fee to be determined by the Regulator from time to time;

4.8 To ensure that the Data Incident Response Policy is circulated to all employees and brokers and that data incidents are properly managed when they occur;

4.9 To encourage compliance by all employees and brokers with the conditions for the lawful processing of personal information;

4.10 To work with the Regulator in relation to investigations conducted pursuant to prior authorisation required to process certain information of POPIA in relation to the agency;

4.11 To ensure continuous data backups and test those backups regularly for data integrity and reliability;

4.12 To review policy rules regularly, document the results, and update the Policies as needed;

4.13 To continuously update information security policies and network diagrams;

4.14 To ensure that critical operational applications and data are secure by patching known vulnerabilities with the latest fixes or software updates; and

4.15 To perform continuous computer vulnerability assessments and audits.

ANNUAL FILING REQUIREMENTS

4.16 The Information Officer must annually, in terms of Section 32 of PAIA, submit to the Regulator a report regarding:

4.16.1 The number of requests for access received, the number of requests for access granted in full and the number of requests for access granted in terms of Section 46 of PAIA;

4.16.2 The number of requests for access refused in full and refused partially and the number of times each provision of PAIA was relied on to refuse access in full or partially;

4.16.3 The number of cases in which the periods stipulated in Section 25(1) of PAIA were extended in terms of Section 26 (1) of PAIA;

4.16.4 The number of internal appeals lodged with the relevant authority and the number of cases in which, as a result of an internal appeal, access was given to a record;

4.16.5 The number of internal appeals which were lodged on the ground that a request for access was regarded as having been refused in terms of Section 27 of PAIA;

4.16.6 The number of applications to a court which were lodged on the ground that an internal appeal was regarded as having been dismissed in terms of Section 77 (7) of PAIA.

4.17 The Regulator may, annually, request that the Information Officer of the agency, in terms of Section 83 (4) of PAIA, furnishes to the Regulator with information about requests for access to records of that body.

DELEGATION OF DUTIES TO THE DEPUTY INFORMATION OFFICER

4.18 An Information Officer(s) of both a Public or Privacy Body may, subject to legislation and policies governing the employment of personnel of the body concerned, delegate any power or duty conferred or imposed on him or her to a Deputy Information Officer of that body in terms of Section 56(b) of POPIA and Section 17(3) of PAIA;

4.19 Only an employee of the agency can be delegated as a Deputy Information Officer;

4.20 At the time of this Manual, the agency had not a Deputy Information Officer appointed so all references to Deputy Information Officer will relate to future appointments.

4.21 The delegation referred to above must be in writing, using the template provided in the Information Regulator's Guideline – InfoRegSA-GuidanceNote-IO-DIO-20210401.pdf;

4.22 The delegation of any powers or duties and responsibilities to a Deputy Information Officer will not prohibit an Information Officer from exercising the powers or performing the duty that he or she has delegated to a Deputy Information Officer;

4.23 Any power, duties and responsibilities delegated to a Deputy Information Officer should be exercised or performed subject to such conditions as an Information Officer may consider necessary;

4.24 Any conditions of delegation, as conferred on the Deputy Information Officer, should ensure that the agency is as accessible as reasonably possible for data subjects or Requestors;

4.25 The Information Officer of the agency must ensure that he reserves his rights in the aforesaid delegation to exercise the powers or to perform the duties and responsibilities concerned and withdraw or amend the aforesaid delegation at any time;

4.26 The Information Officer must be aware that any right or privilege acquired, or any obligation or liability incurred because of a delegation of any powers, duties and responsibilities is not affected by any subsequent withdrawal or amendment of the decision to delegate;

4.27 Depending on the circumstances of the case, the obligation or liability incurred because of any delegation of any powers, duties and responsibilities may be imposed on either the Information Officer or the agency in so far as POPIA is concerned in line with Section 17(6)(b) of PAIA;

4.28 To ensure a level of accountability by the delegated Deputy Information Officer, the agency is encouraged to ensure that such duties and responsibilities or any power delegated to a Deputy Information Officer are part of their job description;

4.29 Despite the above-mentioned delegation to the Deputy Information Officer, the Information Officer retains the accountability and responsibility for the functions delegated to the Deputy Information Officer.

THE DATA BREACH RESPONSIBILITIES OF THE AGENCY'S INFORMATION OFFICER INCLUDE THE FOLLOWING

4.30 Ascertaining whether personal data was breached;

4.31 Assessing the scope and impact by referring to the following:

4.31.1 Estimated number of data subjects whose personal data was possibly breached;

4.31.2 Determining the possible types of personal data that were breached; and

4.31.3 Listing the security measures that were already in place to prevent the breach from happening.

4.32 Once the risk of the breach is determined, the following parties need to be notified within 72 hours after being discovered:

4.32.1 The Information Regulator;

4.32.2 Any data subject of the agency who may require notification;

4.32.3 Communication should include the following:

4.32.3.1 Contact details of Information Officer;

4.32.3.2 Details of the breach;

4.32.3.3 Likely impact;

4.32.3.4 Actions already in place, and those being initiated to minimise the impact of the data breach; and

4.32.3.5 Any further impact is being investigated (if required), and necessary actions to mitigate the impact are being taken.

REVIEW AND MONITOR

4.33 Once the personal data breach has been contained, the agency will conduct a review of existing measures in place and explore the possible ways in which these measures can be strengthened to prevent a similar breach from reoccurring.

4.34 All such identified measures should be monitored to ensure that the measures are satisfactorily implemented

5. THE ACT AND SECTION 10 GUIDE

5.1 The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act.

5.2 Any requestors are referred to the Guide in terms of Section 10 which will contain information for the purposes of exercising their Constitutional Rights. The Guide is available from the SAHRC.

5.3 **The contact details of the Commission are:**

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

at PAIA Unit (THE RESEARCH AND DOUMENTATION DEPARTMENT)

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27 11 877 3600

Telephone Number: +27 11 484 8300

Facsimile Number: +27 11 484 1360

Fax Number: +27 11 403 0625

Website: www.sahrc.org.za

5.4 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in clauses 6 and 7 below.

6. REQUEST PROCEDURES AND FACILITATION

6.1 Procedural requirements:

6.1.1 The Requestor must comply with all the procedural requirements contained in the Act relating to the request for access to a record.

6.1.2 The Requestor must complete the prescribed form enclosed hereto – **ADDENDUM A: FORM 2** and submit same as well as payment of the required fee/s and a deposit if applicable to the Information Officer at the postal or physical address, fax number or electronic mail address as noted in clause 5 above.

6.1.3 The prescribed form must be completed with sufficient information to enable the Information Officer to identify:

6.1.3.1 The record/records requested;

6.1.3.2 The identity of the Requestor;

6.1.3.3 The rights based on which the Requestor is requesting the information or copies of documents;

6.1.3.4 Which form of access is required and supply the postal or physical address to which the information or copies are to be sent and/or the fax number or electronic mail address of the Requestor;

6.1.4 The agency will process the request within a period of 30 (thirty) business days from the date of receipt of the request unless the Requestor has stated special reasons acceptable to the Information Officer for the information to be delivered sooner;

6.1.5 The required fees must be paid before any further processing can take place;

6.1.6 The Information Officer's response may be delayed if it is found that information required from the Requestor is outstanding on the request and will remain delayed until the required information is provided.

6.1.7 The prescribed time periods will not commence until the Requestor has furnished all the necessary and required information.

6.2 Refusal of Access to Records

6.2.1 Section 9 of the Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including but not only:

6.2.1.1 Limitations aimed at the reasonable protection of privacy (refer the POPIA Data Privacy Policy available at the Cape Town office of the agency or from the Information Officer - susan@remaxliving.co.za;

6.2.1.2 Commercial confidentiality;

6.2.1.3 Where the disclosure would be likely to prejudice or impair:

6.2.1.3.1 the security of a building, structure, or system, including, but not limited to, a computer or communication system; a means of transport or any other property, methods, systems, plans, or procedures for the protection of an individual, in accordance with a witness protection scheme, the safety of the public, or any part of the public and the security of property contemplated in subparagraph (i) (aa), (bb) or (cc) of section 66(b) of PAIA;

6.2.1.3.2 the record contains trade secrets of the agency, contains financial, commercial, scientific, or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of the agency;

6.2.1.3.3 the record contains information, the disclosure of which could reasonably be expected to put the agency at a disadvantage in contractual or other negotiations;

6.2.1.3.4 the record may prejudice the agency in commercial competition or be a computer program, as defined in section 1(1) of the Copyright Act, No. 98 of 1978, owned by the agency, except insofar as it is required to give access to a record to which access is granted in terms of PAIA; or

6.2.1.3.5 the record contains information about research being or to be carried out by or on behalf of the agency, the disclosure of which would be likely to expose the agency, a person that is or will be carrying out the research of behalf of the agency or the subject matter of the research, to serious disadvantage. and

6.2.2 Effective and efficient governance and in a manner which balances that right with other rights and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

6.2.3 The main grounds therefore on which the agency may refuse a request for information relate to:

6.2.3.1 The mandatory protection of privacy of a third party who is a natural or deceased person, or a juristic person as precluded by the POPIA;

6.2.3.2 The mandatory protection of the commercial information of a third party if the records contain trade secrets, financial/commercial/scientific or technical information which may cause harm to such third party if disclosed;

6.2.3.3 The mandatory protection of confidential information it if is protected in terms of an agreement;

6.2.3.4 The mandatory protection of records which would be regarded as privileged in legal proceedings;

6.2.3.5 The commercial activities of the agency;

6.2.3.6 Client information of the agency;

6.2.3.7 Financial and client information where harm may be caused to the agency;

6.2.3.8 Information which, if disclosed, may put the agency at a disadvantage;

6.2.3.9 Any software or hardware or any computer program to which the agency has copyright;

6.2.3.10 Requests which are clearly frivolous or vexatious, and which divert from usual resources.

6.2.4 Each request for information will be assessed by the agency' Information Officer on its own merits and in accordance with reasonable and applicable legal principles.

6.3 Lost records

6.3.1 If a requested record cannot be found or if the record does not exist, the Information Officer shall make an affidavit or other acceptable declaration to such effect notifying the Requestor that it is not possible to give access to the request.

6.4 Timelines applicable to requests

6.4.1 Requests for access by a Requestor will be processed within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessary.

6.4.2 Such considerations include:

6.4.2.1 where the request is for many records or requires a search through many records (including where records that have been archived electronically need to be restored);

6.4.2.2 where the request requires a search for records in or the collection of such records from, an office of the agency located far away from its head office;

6.4.2.3 consultation within the agency or with another Private Body is necessary or desirable to decide upon a request that cannot reasonably be completed within the original 30-day period;

6.4.2.4 more than one of the circumstances contemplated in paragraphs 6.4.2.1, 6.4.2.2, 6.4.2.3 exist in respect of the request making compliance with the original period not reasonably possible; or

6.4.2.5 the Requestor Consents in writing to such extension.

6.4.3 The Information Officer shall advise the Requestor whether access is granted or denied in respect of the request and such notice shall be in writing.

6.4.4 Unless the Requestor requests reasons for a decision, the Information Officer shall not be obliged to supply such reasons.

6.4.5 The above request should be made by the Requestor him/herself but in the event that the request is made on behalf of someone else, then proof of the authorization must accompany the initial request to the Information Officer.

6.4.6 If an extension is necessary, the Requester will be notified with reasons for the extension. If the Information Officer fails to communicate a decision on a request, such a request is then deemed to have been refused.

7 PRESCRIBED FEES

7.1 The Act refers to two types of fees, namely the request fee which is a form of administration fee payable by all Requestors except personal Requestors and the access fee which is payable by all Requestors in the event that the request is granted.

7.2 The access fee includes the costs of obtaining and preparing a record for delivery to the Requestor.

7.3 A summary of all PAIA fees is set out in the **ADDENDUM C: Fees** and **ADDENDUM B: FORM 3** which is also available from the SAHRC's website at www.sahrc.org.za.

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

7.4.1 A requestor is required to pay the prescribed request fees (R50.00, as specified by the SAHRC) before a request will be processed;

7.4.2 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);

7.4.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

7.4.4 Records may be withheld until the fees have been paid.

7.5 If the search for the record has been made and the preparation of the record for disclosure together with arrangements to make the record available, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the Requestor to pay, as a deposit, the prescribed portion of the fee.

7.6 If a request is declined, any deposit paid by the Requestor must be refunded to such Requestor.

8 INFORMATION AVAILABLE IN TERMS OF LEGISLATION

8.1 Records of a public nature, typically those published on the website of the agency, may be accessed without the need for a formal application.

8.2 Other public records, such as records of CIPC may also be accessed without the need for a formal application, although an appointment will have to be secured with the Information Officer in order to view such records

8.3 The following categories of records are held by the agency, and access may be granted to such records upon proper request unless the agency is entitled to refuse access to such records, or the records are exempted in terms of PAIA:

CATEGORY	Information category description
BASIC CONDITIONS OF EMPLOYMENT ACT, NO 75 OF 1997	Employee and Broker details Workforce reports Information on disability, race and religion Employee or Broker next of kin or emergency contact details Conflict of Interest declarations Education Information Health and safety records Pension and provident fund records Leave records Internal evaluations and performance records Disciplinary records Training records Background checks
BROAD-BASED BLACK ECONOMIC EMPOWERMENT ACT, NO. 53 OF 2003	Skills development section on the Financial Services Council report BBBEE status BBBEE status of suppliers Supplier employee information Contractor and supplier agreements List of suppliers, products, services and distributors
COMPANIES ACT, NO. 71 OF 2008	Company registration records Corporate governance documents

	Engagement letters Meeting minutes Correspondence of enquiries from customers
COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES ACT, NO. 130 OF 1993	Records of employees and brokers' earnings and particulars
CONSUMER PROTECTION ACT, NO. 68 OF 2008	Records of consumer transactions and contracts Complaint resolution records Promotional-competition-related records
ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT, NO. 25 OF 2002	Electronic transaction records Records of Electronic communications with clients or partners
EMPLOYMENT EQUITY ACT, NO. 55 OF 1998	Employment Equity Plans and records Records of employment equity assessments and targets Recruitment and promotion records
INCOME TAX ACT, NO 58 OF 1962	Tax returns and filings Records of income, expenses and deductions Tax compliance certificates and correspondence
LABOUR RELATIONS ACT, NO. 66 OF 1995	Disciplinary records and outcomes Labour relations reports Arbitration awards
OCCUPATIONAL HEALTH AND SAFETY ACT, NO. 85 OF 1993	Occupational Health and Safety Agreement and appointment letters Incident reports Personal information for workmen's compensation Personal information of visitors CCTV Footage
PREVENTION AND COMBATTING OF CORRUPT ACTIVITIES ACT, NO. 12 OF 2004	Anti-Bribery and Corruption Policy Whistleblowing Policy Gift Policy
SKILLS DEVELOPMENT ACT, NO. 97 OF 1998	Sector Education and training authority reports Learning history reports Skills development levies Certificates of Completion
UNEMPLOYMENT INSURANCE CONTRIBUTIONS ACT, NO. 4 OF 2002 AND UNEMPLOYMENT INSURANCE ACT, NO. 30 OF 1996	Tax invoices, credit notes, debit notes Bank statements, deposit slips Employee and Broker details and employment contracts Employer registration and contribution records

	UIF claims records Audit and inspection records
VALUE ADDED TAX ACT, NO. 89 OF 1991	VAT registration documents Tax invoices and credit notes VAT returns and filings VAT payment records VAT exemption certifications Input VAT documentation Records for cross-border transactions VAT compliance records
PROPERTY PRACTITIONERS ACT, NO. 22 OF 2019	Documents exchanged with the PPRA Agreements Mandatory Disclosure Forms Mandates Accounting records Communications regarding transactions Advertising or marketing material that relates to the carrying on of business as a property practitioner Fidelity Fund Certificates
FINANCIAL INTELLIGENCE CENTRE ACT, NO 38 OF 2001	Identification and verification records Client due diligence records Risk Management and Compliance Program Training records Records of transactions conducted on behalf of clients, including details of the transaction, parties involved, and purpose of the transaction. Suspicious Activity / Transaction Reports (SARs / STRs) Cash Threshold reports (CTRs) Risk Assessments Compliance procedures Records of client details and transactions

9 INFORMATION AUTOMATICALLY AVAILABLE

9.1 The following records are automatically available to all employees and brokers of the agency and need not be requested in accordance with the procedure outlined in clause 7:

9.1.1 Personnel records particular to the employee and broker whose file it is;
9.1.2 Records of disciplinary hearings and related matters are available to the employee and broker concerned;
9.1.3 The agency's Policies and procedures manuals; and

9.1.4 The agency's document format manual.

9.2 The following records are automatically available to the general public and all employees and brokers and need not be requested in accordance with the procedure outlined in clause 6:

9.2.1 Any information on the agency's website (which includes www.remax.co.za and www.remaxliving.co.za);
9.2.2 Advertising and marketing materials which have been published in the public domain;
9.2.3 Public listings (which include details of properties available for sale and/or letting);
9.2.4 Newsletters and circulars which have been circulated publicly;
9.2.5 Information on property developments;
9.2.6 The agency's Employment Equity Plan; and
9.2.7 The agency's Skills Development Plan.

10 INFORMATION AVAILABLE IN TERMS OF THE ACT ON APPLICATION

10.1 Requestors are not automatically allowed access to records listed as proprietary or confidential hereunder and access to them may be refused by the agency in accordance with Sections 62 to 69 of The Act.

10.2 A request is subject to Section 63(1) of the Act, which provides that the agency may refuse a request for access to a record in possession of the agency if the disclosure of the record would involve the unreasonable disclosure of Personal and Special Personal Information about a third party including a deceased individual or if the information is confidential or proprietary:

TYPE OF RECORDS	DETAILED EXAMPLES	CLASSIFICATION
BUSINESS ACCOUNTING RECORDS	° Annual financial statements and working papers ° General ledger ° Bank statements, cheque books, cheques ° Client and supplier statements and invoices ° Deposit slips ° Cash books and petty cash books ° Fixed asset register ° Tax returns and assessments ° VAT returns ° Lease or instalment sale agreements ° Budgets and business plans ° Insurance records ° Auditor's reports ° Internal auditors' reports ° Compiler's reports ° Accounting officer's reports ° Reviewer's reports ° Inventory records (including stock take) ° Systems documentation ° Management reviews ° Capital expenditure ° Record of assets ° Record of liabilities ° Record of loans to related parties ° Record of liabilities and obligations ° Record of property held ° Record of revenue ° Record of expenses	**PROPRIETARY**

CREDIT AGREEMENTS	◦ Credit Provider's documents	**PROPRIETARY**
FIXED PROPERTY	◦ Leases ◦ Mortgage bonds or other encumbrances ◦ Title deeds	**PROPRIETARY**
HEALTH AND SAFETY	◦ Evacuation Report ◦ Minutes of safety committee meetings (if any)	**CONFIDENTIAL**
INFORMATION TECHNOLOGY AND SYSTEMS	◦ Hardware ◦ Internet ◦ Software packages ◦ Telephone exchange equipment ◦ Telephone lines, leased lines and data lines	**PROPRIETARY**
PROFESSIONAL AND OTHER INSURANCE	◦ Claim records ◦ Details of coverage, limits and insurers ◦ Insurance policies	**PROPRIETARY**
LEGAL AGREEMENTS	◦ Contracts with Clients ◦ Contracts with Employees or Brokers ◦ Contracts with External Service Providers ◦ Contracts with Suppliers with shareholders, officers or members	**CONFIDENTIAL**
PERSONELL RECORDS (HUMAN RESOURCES)	◦ Disciplinary records ◦ Employee or broker information records ◦ Employee or broker loans ◦ Employee or broker remuneration ◦ Employment applications ◦ Employee or broker date of birth ◦ Employment contracts ◦ IRP 5 and IT 3 certificates ◦ Letters of appointment ◦ Leave applications ◦ Maternity leave policy ◦ Payroll ◦ Particulars of each employee and broker ◦ Personnel file ◦ Recruitment and appointments ◦ Salary and wage registers ◦ Salary slips and wage records ◦ Tax returns of employees and brokers ◦ Training and development ◦ UIF, PAYE and SDL returns ◦ Workmen's Compensation documents	**CONFIDENTIAL**
MARKETING	◦ Newsletters ◦ Service and product information ◦ Client onboarding details ◦ Marketing agreements	**PROPRIETARY**

	° Debt Acknowledgement ° Invoices, Credit notes, C-notes	
INTELLECTUAL PROPERTY	° Templates ° Digital and physical publications ° Internal and External Compliance Policies	**CONFIDENTIAL**
STATURORY COMPANY RECORDS	° Annual Statutory Returns ° Certificate of Change of Name ° Certificate of Incorporation ° Certificate to Commence Business ° Dividend register ° Members' attendance register ° Memorandum and Articles of Association ° Notice and minutes of shareholders' meetings ° Minutes of members' meetings ° Proxy documents ° Resolutions ° Shareholders' agreements ° Shareholders' register	**PROPRIETARY**
TAX	° Income tax returns ° Provisional tax returns ° Tax assessments ° VAT documents	**PROPRIETARY**
THIRD PARTIES	° Section 71 of PAIA makes provision for a request for information or records about a third party. ° In considering such a request, the agency will adhere to the provisions of Sections 71 to 74 of the Act. ° In certain circumstances, the agency will be obliged to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. ° In addition, the provisions of Chapter 2 of Part 4 of PAIA entitle third parties to dispute the decisions of the head of the agency or the Information Officer by referring the matter to the High Court.	**CONFIDENTIAL**

11 INFORMATION REQUESTED ABOUT A THIRD PARTY

11.1 Section 71 of the Act makes provision for a request for information or records about a third party.

11.2 In considering such a request, the agency will adhere to the provisions of Sections 71 to 74 of the Act.

11.3 The attention of the Requestor is drawn to the provisions of Chapter 5 of Part 3 of the Act in terms of which the agency is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties.

11.4 In addition, the provisions of Chapter 2 of Part 4 of the Act entitles third parties to dispute the decisions of the agency by referring the matter to the High Court.

12 UPDATING OF THE MANUAL

12.1 The agency may update this Manual annually or at such intervals as may be necessary.

12.2 This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A Requestor is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the agency.

13 SIGNATURES

This PAIA Manual of the agency is approved and signed by the Information Officer:

DATED ON:	17/11/2026
SIGNED AT:	Cape Town
INFORMATION OFFICER:	Susan Watts

DEFINITIONS AND GENERAL TERMS APPLICABLE IN THIS MANUAL

1. In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

   1.1 an expression which denotes

   1.2 any gender includes the other genders;

   1.3 a natural person includes an artificial or juristic person and vice versa;

   1.4 the singular includes the plural and vice versa;

   1.5 the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings –

   1.6 "this document" - this document together with all of its annexures, as amended from time to time;

   1.7 "the Act" - Promotion of Access to Information Act No. 2 of 2000 and any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;

2. If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document;

3. Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document;

4. Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day;

5. The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s;

6. Insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail;

7. **Complaint** means-

   7.1 A matter reported to the Information Regulator in terms of Section 74(1) and (2) of the Act;

   7.2 A complaint referred to in Section 76(1)(e) and 92(1) of the Act; and

   7.3 A matter reported or referred to the Information Regulator in terms of other legislation that regulates the mandate of the Information Regulator;

8. **Day** means a calendar day, unless the last day of a specified period happens to fall on a Sunday or on any public holiday, in which case the time shall be calculated exclusive of that Sunday or public holiday in accordance with Section 4 of the Interpretation Act, 1957 (Act No. 33 of 1957);

9. **Office hours**-

   9.1 In respect of offices of the Information Regulator, means the hours between 08:00 and 16:00 on Monday to Friday, excluding public holidays; and

   9.2 In respect of offices designated by the Information Regulator, means the hours during which the offices are operating;

10. **Relevant body/bodies:** will refer to any specified body or class of bodies, or any specified industry, profession, or vocation or class of industries, professions, or vocations that in the opinion of the Regulator which has sufficient representation

11. **PAIA** gives a **Requestor** the right to lodge a request for information with the Information Officer of a **Private Body**;

12. **POPIA:** means the Protection of Personal Information Act 4 of 2013 together with any amendments and Regulations thereto;

13. A **Private Body** is defined as follows in PAIA:

13.1 a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
13.2 a Partnership which carries or has carried on any trade, business or profession; or
13.3 any former or existing juristic person.

14. PAIA defines the **head of a Private Body** as: "*the chief executive officer or equivalent officer of the juristic person or any person duly authorized by that office....*"

15. A **Requestor** means:

15.1 any person, including, but not limited to, a Private or Public Body or an official thereof, making a request for access to a record of that private body; or
15.2 a person acting on behalf of the person contemplated in clauses 15.1 and 15.2.

16. **The agency:** means:

BUSINESS NAME:	**CITY AND ATLANTIC REAL ESTATE (PTY) LTD T/A RE/MAX LIVING**
REGISTRATION NUMBER:	**2026/837377/07**
BUSINESS EMAIL ADDRESS:	**info@remaxliving.co.za**
BUSINESS TELEPHONE NUMBER:	**021 423 4488**

Which operates from the following branches:

CITY BOWL OFFICE:	**76 KLOOF STREET, GARDENS, CAPE TOWN**
SEA POINT OFFICE:	**401 MAIN ROAD, SEA POINT, CAPE TOWN, 8001**
CAMPS BAY OFFICE:	**85 VICTORIA ROAD, SHOP 111, CAMPS BAY, CAPE TOWN**
MILNERTON OFFICE:	**SHOP 43 AND SHOP M103, THE PADDOCKS, 29 RACECOURSE RD, ROYAL ASCOT, CAPE TOWN, 7441**
HOUT BAY OFFICE:	**5 PAM ARLENE PLACE, MAIN ROAD, HOUT BAY, 7806**

with all employees and brokers in the agency, whether permanent or temporary, as far their obligations are concerned and contained in this Policy and all other Data Privacy Policies associated with this Manual.

ADDENDUM A: FORM 2

Also available from the SAHRC's website at www.sahrc.org.za.

THESE FORMS WILL BE PLACED ON THE AGENCY'S WEBSITE ALONGSIDE THIS MANUAL

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 *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable)*:				
Identity Number				
Postal Address				

Page **1** of **4**

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
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 *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
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 *(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)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(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)*	

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:	

FEES	
a) *A request fee must be paid before the request will be considered.* b) *You will be notified of the amount of the access fee to be paid.* c) *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.* d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
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 *(Please specify)*

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

Page **4** of **4**

ADDENDUM B: FORM 3

Also available from the SAHRC's website at www.sahrc.org.za.

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 *(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)* 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.	

OR

2. You requested:

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

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

ADDENDUM C: FEES

Also available from the SAHRC's website at www.sahrc.org.za.

1. **REPRODUCTION FEES**

Information in an A4 size page photocopy or part thereof	R1.10
A printed copy of an A4 size page or part thereof	R0.75
A copy in computer readable format – Stiffy disk, Compact disk, USB flash-drive	R70.00
A transcription of visual images, in an A4 size page or part thereof	R40.00
A copy of a visual image	R60.00
A transcription of an audio record for an A4 size page or part thereof	R20.00
A copy of audio record	R30.00

2. **ACCESS FEES**

Information in an A4 size page photocopy or part thereof	R1.10
A printed copy of an A4 size page or part thereof	R0.75
A copy in computer readable format – Stiffy disk, Compact disk, USB flash-drive	R70.00
A transcription of visual images, in an A4 size page or part thereof	R40.00
A copy of a visual image	R60.00
A search for a record that must be disclosed: **** per hour or part of an hour reasonable required for such search	R30.00
A copy of audio record	R30.00

3. **BANK ACCOUNT DETAILS FOR PURPOSES OF PAYMENT/S:**

ACCOUNT NAME	
BANKING INSTITUTION	
ACCOUNT NUMBER	
BANK BRANCH	
PAYMENT REFERENCE	

www.QuicklySign.com

Document Pack Id: p7mWoxZKyXdaYB1a1e93f2969

Document Id: p7mWoxZKyXdaYB1a1e93f2969_ISvS4tkpgEtTds

Document 1 of 1

Document Name: REMAX LIVING - 2026 PAIA MANUAL - 17 Nov 2026.pdf

Audit Trail

17/11/2026 13:54:20 SAST	Status marked as complete.	
17/11/2026 13:54:15 SAST	susan@remaxliving.co.za (Susan Lynn Watts) completed signing document	196.251.239.66
17/11/2026 13:54:07 SAST	susan@remaxliving.co.za (Susan Watts) downloaded REMAX LIVING - 2026 PAIA MANUAL - 17 Nov 2026.pdf	154.70.253.5
17/11/2026 13:53:49 SAST	susan@remaxliving.co.za (Susan Lynn Watts) opened document	154.70.253.5
17/11/2026 13:53:49 SAST	susan@remaxliving.co.za (Susan Lynn Watts) clicked document link	154.70.253.5
17/11/2026 13:53:45 SAST	susan@remaxliving.co.za (Susan Lynn Watts) accepted QuicklySign Terms and Conditions	196.251.239.66
17/11/2026 13:53:39 SAST	susan@remaxliving.co.za +27798960427 (Susan) opened document via authenticated session	196.251.239.66
17/11/2026 13:26:17 SAST	Email has been received by susan@remaxliving.co.za mail server	149.72.149.195
17/11/2026 13:26:15 SAST	Signature request sent to: susan@remaxliving.co.za (Susan Lynn Watts)	
17/11/2026 13:26:10 SAST	Zenobia Langenhoven changed the status to:awaiting_signatures	196.251.239.66
17/11/2026 13:23:16 SAST	zenobia@remaxliving.co.za (Zenobia Langenhoven) uploaded document	196.251.239.66

Signers

Susan Lynn Watts
Email: susan@remaxliving.co.za
Role: signer-1
Mobile Number: None
User Identification: email



Date completed: 17/11/2026 13:53:53 SAST

Supporting documentation

Supporting documents that were uploaded, as part of the signing process, can be found on the document page online.

Online verification

This document can be verified online here

https://app.quicklysign.com/verify_document/p7mWoxZKyXdaYB1a1e93f2969_ISvS4tkpgEtTds

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