

## **Promotion of Access to Information (PAIA) Manual**

This PAIA Manual is prepared in accordance with section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA), as amended, and gives effect to the constitutional right of access to information.

### **1. Details of the Private Body**

**Name of Private Body:** Propserv Limpopo

**Legal Status:** Private Company

**Registered Address:** The Aloes Lifestyle Estate, Aloes Street, Polokwane, Limpopo, RSA

**Email Address:** info@propserv.net

**Telephone Number:** 083-630-9600

### **2. Information Officer**

The Information Officer for purposes of PAIA and POPIA is:

**Name:** Byron John Lucas

**Email Address:** info@propserv.net

**Telephone Number:** 083-630-9600

The Information Officer is responsible for ensuring compliance with PAIA and POPIA.

### **3. Guide on How to Use PAIA**

A guide on how to use PAIA, as contemplated in section 10 of PAIA, has been made available by the Information Regulator. This guide is available from the Information Regulator and may also be accessed below for convenience.

### **4. Records Available Without a PAIA Request**

Propserv makes certain records available without the need for a formal PAIA request, including:

- Information available on the Propserv website

- Publicly available company information
- Policies and notices published for compliance purposes

## **5. Records Available Upon Request**

Records that may be requested in terms of PAIA include, subject to applicable legislation:

- Company records
- Client-related records
- Financial records
- Operational records
- Statutory records

Access to these records may be refused on lawful grounds as set out in PAIA.

## **6. Protection of Personal Information**

Propserv processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA). Further details are set out in the Propserv Privacy Policy available on the website.

## **7. Request Procedure**

Requests for access to information must be submitted in writing to the Information Officer. The requester may be required to complete the prescribed PAIA request form and pay the applicable fees, if any.

## **8. Availability of the Manual**

This PAIA Manual is available for inspection upon request and is published on the Propserv website in compliance with section 51 of PAIA.

For further guidance on how to request access to information under PAIA, please refer to the Information Regulator's Guide on how to use the Promotion of Access to Information Act 2 of 2000, available here: <https://info regulator.org.za/paia-guidelines/>