



**Goldberg &
de Villiers Inc.**
Attorneys, Notaries & Conveyancers

REGISTRATION NUMBER: 1999/005587/21
PEMBRIDGE HOUSE
13 BIRD STREET
CENTRAL
GQEERHA
6001

TELEPHONE: 041 501 9800
EMAIL: info@goldlaw.co.za
WEBSITE: goldbergdevilliers.co.za

MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION TO ACCESS TO INFORMATION ACT 2/2000 ("THE ACT") 2025



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

INDEX

1.	Background to the Promotion of Access to Information Act	2
2.	Overview of the firm	3
3.	Contact details (Section 51(1)(a))	4
4.	Information Officer	4
5.	The Act and Section 10 Guide	5
6.	Request procedures and facilitation	5
7.	Prescribed fees	7
8.	Information available in terms of Legislation	7
9.	Information automatically available	9
10.	Information available in terms of the Act on Application	9
11.	Information Requested about a Third Party	11
12.	Cross-Border transfers and international processing of personal information	12
13.	Direct Marketing	13
12.	Updating of Manual	13
13.	Signatures	14
14.	Definitions	15
15.	Addendum A: Form 2	16
16.	Addendum B: Form 3	20
17.	Addendum C: Prescribed Fees	22



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

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"/"PAIA") was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained 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 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.
- 1.3 Where a request is made in terms of the Act, the body to whom the request is made is 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.
- 1.4 The Act sets out the relevant procedures to be adopted when such a request for information is received by Goldberg & De Villiers Incorporated.
- 1.5 This PAIA Manual is intended to ensure that Goldberg & De Villiers Incorporated, comply with the Act and to foster a culture of transparency and accountability within Goldberg & De Villiers Incorporated by giving effect to the right to information.
- 1.6 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 limited to:
 - 1.6.1 limitations aimed at the reasonable protection of privacy (refer the POPIA Data Privacy Policy at their Gqeberha office and on the firm's website);
 - 1.6.2 commercial confidentiality; and
 - 1.6.3 effective and efficient governance in a manner which balances the right to information with other rights, including such rights contained in the Bill of Rights in the Constitution;
- 1.7 This PAIA Manual further recognises the role of the Information Regulator established in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA"), which is responsible for monitoring and enforcing compliance with PAIA and POPIA..
- 1.8 In order to promote effective governance of private bodies, it is necessary to ensure that everyone who interacts with the firm 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.
- 1.9 Wherever reference is made to "*Private Body*" in this manual, this will also refer to Goldberg & De Villiers Incorporated, a private body within the legal industry for which this manual is drafted.
- 1.10 This PAIA Manual is useful for the public to:
 - 1.10.1 Check the categories of records held by the firm which are available without a person having to submit a formal PAIA request;



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

- 1.10.2 Have a sufficient understanding of how to make a request for access to a record of the firm, by providing a description of the subjects on which the firm holds records, and the categories of records held on each subject;
 - 1.10.3 Know the description of the records of the firm which are available in accordance with any other legislation;
 - 1.10.4 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;
 - 1.10.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
 - 1.10.6 Know if the firm 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;
 - 1.10.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 1.10.8 Know the recipients or categories of recipients to whom the personal information may be supplied;
 - 1.10.9 Know if the firm 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
 - 1.10.10 Know whether the firm has appropriate security measures in place to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
- 1.11 Hereunder is a short summary of the categories of Data Subjects of the firm and the information or categories of information relating thereto that may be processed:

*Personal information may be disclosed to employees, counsel, correspondent attorneys, courts, tribunals, regulators, professional advisers, financial institutions, service providers, insurers and other parties where such disclosure is necessary for the provision of legal services, compliance with legal obligations, protection of rights, or where authorised by the data subject.

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 age, gender, email address and contact number
Service Providers	Names, registration numbers or identify numbers, VAT numbers, addresses, trade secrets, bank details and contact information.
Employees and potential employees	Names, surnames, identity numbers, addresses, qualifications, employment record, references, salary details, appointment letters, leave forms, disciplinary records and records of employee life cycle, the Employment Equity plan, gender, race, contact information, marital status. Age, physical health, pregnancy, language, criminal history, disability and medical history.



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

Debtors/ Creditors	Names, addresses, registration numbers or identity numbers, Statements, Invoices, bank details and contact information.
--------------------	---

2. OVERVIEW OF GOLDBERG & DE VILLIERS INCORPORATED

- 2.1 The firm, Goldberg & De Villiers Incorporated, Registration Number 1999/005587/21 operates from one office situated at Pembridge House, 13 Bird Street, Central, Gqeberha, 6001 (herein referred to as "the firm").
- 2.2 Goldberg & De Villiers Incorporated specialises in the delivery of a wide variety of legal services including but not limited to:
- 2.2.1 Labour Law;
 - 2.2.2 Corporate And Commercial Law;
 - 2.2.3 Dispute Resolution (Litigation, Arbitration And Mediation);
 - 2.2.4 Alternative Dispute Resolution;
 - 2.2.5 Property Law And Conveyancing (Including Mortgage Bond Registrations);
 - 2.2.6 Road Accident Fund (RAF) Claims;
 - 2.2.7 The Administration Of Deceased Estates;
 - 2.2.8 Trust Services;
 - 2.2.9 Legal Correspondent Services; and
 - 2.2.10 Debt Recovery

3. CONTACT DETAILS (SECTION 51 (1) (A))

3.1 Communications Officer for the firm:

NICOLE SCHOLTZ

Postal address: Pembridge House, 13 Bird Street, Central, Gqeberha, 6001

Registered address: Pembridge House, 13 Bird Street, Central, Gqeberha, 6001

Physical Address: Pembridge House, 13 Bird Street, Central, Gqeberha, 6001

Tel: 041 501 9800

EMAIL: nicole@goldlaw.co.za

- 3.2 This PAIA Manual of Goldberg & De Villiers Incorporated is available to view at its premises situate at Pembridge House, 13 Bird Street, Central, Gqeberha, 6001, from the Information officer nicole@goldlaw.co.za and on its website: goldbergdevilliers.co.za in compliance with the Act together with Forms 2 and 3 hereunder attached.



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

4. INFORMATION OFFICER

- 4.1 The Act prescribes the appointment of an Information Officer which such Information Officer is responsible, inter alia, to assess requests for access to information.
- 4.2 Goldberg & De Villiers Incorporated has not appointed a Deputy Information Officer, but the provisions related to such future appointment are included hereunder for referencing should the firm elect to appoint such Deputy Information Officer.
- 4.3 Unless otherwise stipulated, the Information Officer appointed in terms of the Act herein will also be the appointed Information Officer as referred to in the Protection of Personal Information Act 4 of 2013.
- 4.4 The Information Officer oversees the functions and responsibilities as required in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of POPIA, 2013.

4.5 The Information Officer for the firm is:

NICOLE SCHOLTZ

Postal address: Pembridge House, 13 Bird Street, Central, Gqeberha, 6001

Registered address: Pembridge House, 13 Bird Street, Central, Gqeberha, 6001

Physical Address: Pembridge House, 13 Bird Street, Central, Gqeberha, 6001

Tel: 041 501 9800

EMAIL: nicole@goldlaw.co.za

5. THE ACT AND SECTION 10 GUIDE

- 5.1 In terms of Section 10 of the Act, the Information Regulator must update and make available the existing guide that has been compiled by the South African Human Rights Commission ("SAHRC") containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in this Act and the Protection of Personal Information Act, 2013.
- 5.2 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, the details of which are set out hereunder.
- 5.3 Requestors are further referred to the Guide on how to use the Promotion of Access to Information Act 2 of 2000, as amended, as published by the Information Regulator. .

5.4 The contact details of the Commission and Information Regulator 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

5.5 THE INFORMATION REGULATOR



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

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal Address: PO Box 31533 Braamfontein, Johannesburg, 2017

Telephone Number: 010 023 5200

Email: enquires@inforegulato.org.za

Information Officer: PNenweli@justice.gov.za

Deputy Information Officer: VarSewlal@justice.gov.za

Website: <https://inforegulator.org.za/paia/>

- 5.6 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 requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 6.1.2 The requester 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 3 and 4 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 requester;
 - 6.1.3.3 The rights based on which the requester 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 requester;
- 6.1.4 Goldberg & De Villiers Incorporated will process the request within a period of 30 (thirty) business days from the date of receipt of the request unless the requester has stated special reasons acceptable to the Information Officer for the information to be delivered sooner;
- 6.1.5 The Information Officer shall advise the requester whether access is granted or denied in respect of the request and such notice shall be in writing.
- 6.1.6 Unless the requester requests reasons for a decision, the Information Officer shall not be obliged to supply such reasons.
- 6.1.7 The above request should be made by the requester 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;



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

- 6.1.8 The required fees must be paid before any further processing can take place;
- 6.1.9 The Information Officer's response may be delayed if it is found that information required from the requester is outstanding on the request and will remain delayed until the required information is provided.
- 6.1.10 The prescribed time periods will not commence until the requester has furnished all the necessary and required information.

6.2 Refusal of Access to Records

- 6.2.1 The main grounds on which Goldberg & De Villiers Incorporated may refuse a request for information relate to:
 - 6.2.1.1 The mandatory protection of privacy of a third party who is a natural or deceased person, or a juristic person as precluded by the POPI Act 4 of 2013;
 - 6.2.1.2 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;
 - 6.2.1.3 The mandatory protection of confidential information if it is protected in terms of an agreement;
 - 6.2.1.4 The mandatory protection of records which would be regarded as privileged in legal proceedings;
 - 6.2.1.5 The commercial activities of Goldberg & De Villiers Incorporated;
 - 6.2.1.6 Customer information of Goldberg & De Villiers Incorporated;
 - 6.2.1.7 Financial and customer information where harm may be caused to the firm;
 - 6.2.1.8 Information which, if disclosed, may put Goldberg & De Villiers Incorporated at a disadvantage;
 - 6.2.1.9 Any software or hardware or any computer program to which Goldberg & De Villiers Incorporated has copyright;
 - 6.2.1.10 Requests which are clearly frivolous or vexatious and which divert from usual resources.
- 6.2.2 Each request for information will be assessed by Goldberg & De Villiers Incorporated's 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 requester that it is not possible to give access to the request.

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

- 6.4 Additional to the Act, the www.sahrc.org.za and <https://inforegulator.org.za/paia/> website provides guidance and details to request information or lodge an appeal.

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 requesters except personal requesters and the access fee which is payable by all requesters 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 requester.
- 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 Information Regulator's website at <https://inforegulator.org.za/paia/>
- 7.4 The following applies to requests (other than personal requests):
- 7.4.1 A requestor is required to pay the prescribed request fees 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 requester to pay, as a deposit, the prescribed portion of the fee.
- 7.2 If a request is declined, any deposit paid by the requester must be refunded to such requester.

8 INFORMATION AVAILABLE IN TERMS OF LEGISLATION

- 8.1 Certain information pertaining to the firm's operations will be available in terms of certain provisions of legislation as listed hereunder:

Department	Legal requirements; regulations; legislation and standards
Finance	Bills of Exchange Act 34 of 1964 ("the Bills Act")
Finance	Business Act 71 of 1991
Finance	Broad-Based Black Economic Empowerment Act 53 of 2003 ("the B-BBEE Act")
Finance	Collective Investment Schemes Control Act, 2002
Finance	Co-operative Banks Act, 2007
Finance	Finance Act, 2007
Finance	Financial Intelligence Centre Act 38 of 2001 ("FICA")
Finance	National Credit Act 34 of 2005 ("the NCA")
Finance	Public Finance Management Act, 1999
Finance	South African Reserve Bank Act, 1989
Finance	South African Revenue Service Act, 1997
Finance	Tax Administration Act, 2011



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

Department	Legal requirements; regulations; legislation and standards
Finance	The Income Tax Act 58 of 1962 ("the Income Tax Act")
Finance	Tax on Retirement Funds Act, 1996
Finance	The Insolvency Act 24 of 1936 ("the Insolvency Act")
Finance	Taxation Administration Act 28 of 2011 ("The TAA")
Finance	The Value Added Tax Act 89 of 1991 ("the VAT Act")
COMPLIANCE	Consumer Protection Act 68 of 2008 ("CPA")
HR	Basic Conditions of Employment Act 75 of 1997 ("the BCE Act")
HR	Basic Conditions of Employment Amendment Act, No 11 of 2002
HR	Compensation for Occupational Injuries and Diseases Act 130 of 1993 ("the Compensation Act")
HR	Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996)
HR	Employment Equity Act 55 of 1998 ("the EEA") (Form A4 refer to Commission for Gender Equality Act, 1996)
HR	Employment Tax Incentive Act 26 of 2013 ("ETIA")
HR	Income Tax Act, 1962
HR	Labour Relations Act 66 of 1995 ("the LRA")
HR	Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
HR	Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 ("PEPUDA")
HR	Skills Development Act 97 of 1998 ("the SDA")
HR	Skills Development Levies Act 9 of 1999 ("the Skills Levies Act")
HR	Unemployment Insurance Act 63 of 2001 ("the UIA")
HR	Unemployment Insurance Contributions Act 4 of 2000 ("the UICA")
HR	Workmen's Compensation Act
Other	Companies Act 71 of 2008 ("the Companies Act")
Other	The Protection of Personal Information Act 4 of 2013 ("POPIA")
Other	Constitution of the Republic of South Africa 2008 ("the Constitution")
Other	Prevention and Combating of Corrupt Activities Act 12 of 2004 ("PACCA")
Other	Electronic Communications Act 36 of 2005 ("the ECA")
Other	Promotion of Access to Information Act 2 of 2000 ("PAIA")
Other	Electronic Communications and Transactions Act 25 of 2002 ("ECTA")
Other	Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) ("PAJA")
Other	Protected Disclosures Act (no 26 of 2000) (Whistle blowers Act SA)
Risk	Conversion of SASRIA Act, 1998 (Act No. 134 of 1998) - South African Special Risks Insurance Association
Risk	Long-term Insurance Act, 1998
Risk	Short-term Insurance Act, 1998

9 INFORMATION AUTOMATICALLY AVAILABLE

- 9.1 The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in paragraph 7:



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

- 9.1.1 Personnel records particular to the employee whose file it is;
- 9.1.2 Records of disciplinary hearings and related matters are available to the employee concerned;
- 9.1.3 The firm's policies and procedures manuals;
- 9.1.4 The firm's document format manual.

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

- 9.2.1 The firm's Employment Equity Plan;
- 9.2.2 The firm'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 or must be refused by the firm 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 firm may refuse a request for access to a record in possession of the firm if the disclosure of the record would involve the unreasonable disclosure of 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 ◦ Customer 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	PROPRIETARY



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

	◦ Title deeds	
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 Customers ◦ Contracts with Employees ◦ Contracts with External Service Providers ◦ Contracts with Suppliers with shareholders, officers or members	CONFIDENTIAL
PERSONNEL RECORDS (HUMAN RESOURCES)	◦ Disciplinary records ◦ Employee information records ◦ Employee loans ◦ Employee remuneration ◦ Employment applications ◦ Employee date of birth ◦ Employment contracts ◦ Group personal accident ◦ IRP 5 and IT 3 certificates ◦ Letters of appointment ◦ Leave applications ◦ Maternity leave policy ◦ Payroll ◦ Particulars of each employee ◦ Personnel file ◦ Recruitment and appointments ◦ Salary and wage registers ◦ Salary slips and wage records ◦ Tax returns of employees ◦ Training and development ◦ UIF, PAYE and SDL returns ◦ Workmen's Compensation documents ◦ Recruitment and appointments ◦ Salary and wage registers ◦ Salary slips and wage records ◦ Tax returns of employees ◦ Training and development ◦ UIF, PAYE and SDL returns ◦ Workmen's Compensation documents	CONFIDENTIAL
MARKETING	◦ Newsletters ◦ Service and product information ◦ Customer onboarding details ◦ Marketing agreements ◦ Debt Acknowledgement ◦ Invoices, Credit notes, C-notes	PROPRIETARY
DIRECT MARKETING AND CONSENT RECORDS	◦ Marketing consent forms, opt-in records, opt-out records, newsletter subscription records, unsubscribe requests, communication preferences, marketing campaign records, electronic communication records	CONFIDENTIAL
CROSS-BORDER DATA TRANSFER RECORDS	◦ Records of disclosures to foreign legal practitioners;	CONFIDENTIAL



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

	- Records relating to matters involving foreign jurisdictions; - Cross-border transfer authorisations; - Data protection clauses; - Correspondence relating to international transfers of personal information; - Records of cross-border transfers.	
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 firm will adhere to the provisions of sections 71 to 74 of the Act. - In certain circumstances, the firm 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 firm 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 firm will adhere to the provisions of sections 71 to 74 of the Act.
- 11.3 The attention of the requester is drawn to the provisions of Chapter 5 of Part 3 of the Act in terms of which the firm 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 firm by referring the matter to the High Court.

12 CROSS-BORDER TRANSFERS AND INTERNATIONAL PROCESSING OF PERSONAL INFORMATION

- 12.1. The firm stores and processes personal information on information technology systems and servers located at its offices within the Republic of South Africa.



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

- 12.2 As a general principle, the firm does not transfer personal information to cloud-based storage environments or data centres located outside the Republic of South Africa.
- 12.3 Notwithstanding the above, circumstances may arise in the course of providing legal services where personal information is required to be disclosed or transferred outside the Republic of South Africa, including but not limited to:
- 12.3.1 Correspondence with foreign legal practitioners, agents or professional advisers;
 - 12.3.2 Matters involving foreign jurisdictions or international parties;
 - 12.3.3 Compliance with legal obligations imposed by foreign courts, regulators or authorities where such disclosure is lawful and required;
 - 12.3.4 The obtaining of expert opinions or specialist services from persons situated outside South Africa; or
 - 12.3.5 Circumstances where the data subject has requested or authorised such transfer.
- 12.4 Any transfer of personal information outside the Republic of South Africa shall only take place in accordance with section 72 of POPIA and where appropriate safeguards exist to protect the personal information concerned.
- 12.5 The firm shall take reasonable steps to ensure that any recipient of personal information outside the Republic of South Africa is subject to confidentiality obligations and appropriate security measures designed to protect the confidentiality, integrity and availability of such information.

13 DIRECT MARKETING

- 13.1 The firm may from time to time process personal information for direct marketing purposes in accordance with section 69 of POPIA."
- 13.2 Direct marketing activities may include the distribution of legal updates, newsletters, event invitations, service announcements, publications, client alerts and information regarding legal services offered by the firm.
- 13.3 The firm shall:
- 13.3.1 Obtain the data subject's consent where required by POPIA before sending direct marketing communications by electronic means;
 - 13.3.2 Ensure that any direct marketing communication clearly identifies the firm as the sender;
 - 13.3.3 Provide data subjects with a reasonable opportunity to object to the processing of their personal information for direct marketing purposes at the time information is collected and on each communication thereafter;
 - 13.3.4 Maintain records of consents and objections received from data subjects;
 - 13.3.5 Honour all requests to opt out or unsubscribe from marketing communications without unreasonable delay; and
 - 13.3.6 Process personal information for direct marketing only where such processing is lawful, reasonable and compatible with the purpose for which the information was collected.
- 13.4 A data subject may object at any time to the processing of personal information for direct marketing by contacting the Information Officer using the contact details contained in this Manual.

14 UPDATING OF THE MANUAL

- 14.1 Goldberg & De Villiers Incorporated may update this manual annually or at such intervals as may be necessary.
- 14.2 This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the firm.



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

15 SIGNATURES

This PAIA Manual of Goldberg & De Villiers Incorporated is approved and signed by the Information Officer:

VERSION	1
DATED ON:	29 June 2026
SIGNED AT:	Gqeberha
INFORMATION OFFICER:	
MANAGING DIRECTOR:	



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

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. Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be;
6. 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;
7. Insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail;
8. PAIA gives a **requester** the right to lodge a request for information with the Information Officer of a **private body**.
9. "**Cross-Border Transfer**" means the transfer, storage, access or processing of personal information outside the Republic of South Africa.
10. "**Direct Marketing**" means approaching a data subject, either in person or by mail, electronic communication or other means, for the direct or indirect purpose of promoting or offering services of the firm.
11. "**Electronic Communication**" shall bear the meaning assigned to it in POPIA and includes email, SMS, instant messaging services and other electronic communication platforms.
12. A **private body** is defined as follows in PAIA:
 - 12.1 a natural person who carries or has carried on any trade, business or profession, but only in such capacity
 - 12.2 a partnership which carries or has carried on any trade, business or profession; or
 - 12.3 any former or existing juristic person
13. 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....*"
14. A **requester** means:
 - 14.1 any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or
 - 14.2 a person acting on behalf of the person contemplated in subparagraph 10.2 and 10.3.
15. The firm: means

BUSINESS NAME	GOLDBERG & DE VILLIERS INCORPORATED
---------------	-------------------------------------



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

REGISTRATION NUMBER	1999/005587/21
BUSINESS ADDRESS	PEMBRIDE HOUSE, 13 BIRD STREET, CENTRAL, GQEBERHA, 6001

ADDENDUM A: FORM 2

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

THESE FORMS WILL BE PLACED ON THE FIRM'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			



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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.)</i>			
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			



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

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	



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

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



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

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:

--



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000
("THE ACT")**

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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



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

ADDENDUM C: FEES

1. Fees payable in respect of Private Bodies (excluding VAT)

<u>Item/Description</u>	<u>Amount</u>
Request fee payable by every requestor	R140.00
Photocopy/printed black and white copy of A4 size page	R2.00 per page
Printed copy of A4 size page	R2.00 per page
For a copy of a computer readable form on:	
i) Flash drive (to be provided by requestor)	R40.00
ii) Compact disk	
- If provided by requestor	R40.00
- If provided to requestor	R60.00
For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from Service Provider
Copy of visual images	Service to be outsourced. Will depend on quotation from Service Provider
Copy of audio recording on:	
i) Flash drive (to be provided by requestor)	R40.00
ii) Compact disk	
- If provided by requestor	R40.00
- If provided to requestor	R60.00
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
To not exceed a total cost of	R435
Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
Postage, e-mail or any other electronic transfer	Actual expense, if any.

2. BANK ACCOUNT DETAILS FOR PURPOSES OF PAYMENT/S:

ACCOUNT NAME	GOLDBERG & DE VILLIERS INC.
BANKING INSTITUTION	ABSA BANK
ACCOUNT NUMBER	7127 43638
BRANCH CODE	632005
PAYMENT REFERENCE	NAME AND SURNAME / SCHOLTZ