

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

1. Introduction

This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act No. 2 of 2000 ("PAIA"). The purpose of PAIA is to promote the right of access to information, foster a culture of transparency and accountability, and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all of their rights.

This manual provides an outline of the types of records held by us and the process to follow when requesting access to such records.

2. Contact Details

Information Officer Kevin Hellyer

Postal Address Vineyards Center, Claremont

Physical Address Vineyards Center, Claremont

Telephone Number 061 484 5578

Email Address Leasing@capespace.co.za

Website www.capespace.co.za

3. Guide on How to Use PAIA and Access Information

The South African Human Rights Commission (SAHRC) has compiled a guide in accordance with Section 10 of PAIA. This guide is intended to assist individuals who wish to exercise any right contemplated in PAIA. The guide is available from the SAHRC.

South African Human Rights Commission

Postal Address Private Bag 2700, Houghton, 2041

Telephone Number +27 11 877 3600

Fax Number +27 11 403 0625

Website www.sahrc.org.za

Email Address info@sahrc.org.za

4. Applicable Legislation

We hold records in terms of the following legislation (non-exhaustive list):

- **Companies Act No. 71 of 2008**
- **Income Tax Act No. 58 of 1962**

- **Value Added Tax Act No. 89 of 1991**
- **Labour Relations Act No. 66 of 1995**
- **Basic Conditions of Employment Act No. 75 of 1997**
- **Employment Equity Act No. 55 of 1998**
- **Promotion of Access to Information Act No. 2 of 2000**
- **Protection of Personal Information Act No. 4 of 2013**

5. Schedule of Records

The following are categories of records that are held by us. Access to these records may be subject to restrictions or exclusions as outlined in PAIA.

5.1. Public Affairs

- Public Product Information
- Public Corporate Records
- Media Releases

5.2. Financial Records

- Annual Financial Statements
- Tax Returns
- Invoices
- VAT Returns

5.3. Personnel Records

- Employee Contracts
- Employment Equity Reports
- Payroll Records
- Disciplinary Records

5.4. Client Records

- Client Contracts
- Client Invoices
- Client Correspondence

5.5. Operational Records

- Company Policies and Procedures
- Minutes of Meetings

- Licenses and Permits
- Supplier Agreements

6. Request for Access to Information

To request access to information, a requester must submit a completed PAIA request form to the Information Officer at the contact details provided above. The request must include the following information:

- The requester's full name and contact details.
- A clear description of the record(s) requested.
- The form of access required (inspection, photocopy, electronic copy, etc.).
- The right the requester is seeking to exercise or protect and an explanation of why the requested record is required for this purpose.
- Proof of payment of the prescribed request fee, if applicable.

Requests for access to records will be processed within 30 days of receipt unless extended by an additional 30 days under specific circumstances, such as the large volume of records requested or the need to consult with third parties.

7. Grounds for Refusal of Access to Records

In accordance with PAIA, we may refuse access to records for various reasons, including but not limited to:

- Mandatory protection of the privacy of a third party who is a natural person.
- Mandatory protection of the commercial information of a third party.
- Mandatory protection of confidential information of a third party.
- Mandatory protection of the safety of individuals and property.
- Mandatory protection of the records privileged from production in legal proceedings.

8. Fees

In accordance with PAIA, the following fees are applicable to requests for access to records:

- **Request fee:** Payable by the requester before the request is processed (except for personal requests).
- **Access fee:** Payable by the requester when access to the record is granted. This fee will depend on the type and format of access requested (e.g., photocopying, electronic transfer).

A schedule of the applicable fees is available on request from the Information Officer.

9. Availability of the Manual

This manual is available for inspection at the office of free of charge. Copies are also available upon request, subject to the payment of a prescribed fee, and can be accessed on www.capespace.co.za

10. Updates to the Manual

This manual will be updated regularly in accordance with Section 51(2) of PAIA. The most recent version will always be available on www.capespace.co.za

11. Conclusion

We are committed to fostering transparency, accountability, and access to information in accordance with the provisions of PAIA. Should you have any questions or need further assistance regarding access to information, please contact our Information Officer using the contact details provided above.