Jack Klaff Auctioneers & Estate Agents Pty Limited

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF COMPILATION: 01/11/2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"IO"**	Information Office/Director;
1.2	**"Minister"**	Minister of Justice and Correctional Services;
1.3	**"PAIA"**	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.4	**"POPIA"**	Protection of Personal Information Act No.4 of 2013;
1.5	**"Regulator"**	Information Regulator; and
1.6	**"Republic"**	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

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

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

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

2.6 know if the body 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;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body 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

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE JACK KLAFF AUCTIONEERS & ESTATE AGENTS PTY LIMITED

Chief Information Officer/Director/General Contact/Head Office

ALL INFO:

Name:	Jack Klaff
Tel:	0828082471
Email:	jack@jackklaff.co.za
Web:	www.jackklaff.co.za
Address:	Lifestyle Corner, 10 Hans Van Der Merwe Ave 0900, Musina

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11[3]; and

4.3.3.2. access to a record of a private body contemplated in section 50[4];

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[1] Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

[2] *Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

[3] *Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

[4] *Section 50(1) of PAIA- A requester must be given access to any record of a private body if-*
- *a) that record is required for the exercise or protection of any rights;*
- *b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- *c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

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[5] *Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

[6] *Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

[7] *Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

[8] *Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

4.3.10. the regulations made in terms of section 92[11].

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (https://www.justice.gov.za/inforeg/).

4.6 A copy of the Guide is also available in the following in English, for public inspection during normal office hours-

5. CATEGORIES OF RECORDS ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Available on Website	Available upon request
Marketing and Promotional material	X	
Website	X	
Social Media Platforms	X	

[9] *Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[10] *Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[11] *Section 92(1) of PAIA provides that –"The Minister may, by notice in the Gazette, make regulations regarding-*
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

6. DESCRIPTION OF THE RECORDS OF JACK KLAFF AUCTIONEERS & ESTATE AGENTS PTY LIMITED WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES

Subjects on which the body holds records	Categories of records
Information of Clients	Auction Registrations
Auction Files	Information records with regard to auctions &

8. . PROCEDURE TO REQUEST ACCESS TO INFORMATION

If you want to obtain access to any of the records listed in this manual, you should follow the procedure as set out below, and a non-refundable request fee of R100.00 + VAT.

• Fill in the application form contained in this manual and send it to us via hand delivery, postal service, or email.

• Hand in your completed application form, and a non-refundable request fee of R100.00 + VAT at our office. If you are an employee or ex-employee requesting access to your personnel record, then you do not have to pay the request fee.

• If you cannot visit our office in person, you can email the form and EFT the fee to us, or you can contact us to make alternative payment arrangements. Our Response We will consider your request and let you know our decision, in writing, not more than 30 days after we receive your request. Our response will be one of the following:

• Your application does not contain enough information to enable us to search for the record you want. Please provide additional details.

• It is going to take us more than six hours to search through our records, and before we do so you must pay us a deposit of R60.00 (plus VAT).

• We have found the record you're looking for, and you may have access to it, on payment of:

• an access fee of R30.00 (+ VAT) per hour for the time that it took us to find the record (less any deposit which you have already paid), and • a reproduction fee for making photocopies or printouts or copying the record onto a stiffy disc or CD - the prescribed fees are set out in this manual Note: we will not charge fees to an employee or ex-employee requesting access to his/her personnel record.

• If your request is for access to your Personal Information in terms of Section 23 of the Protection of Personal Information Act, we will give you a written estimate of the fee before providing the access. We may require you to pay a deposit for all or part of the fee.

• You may not have access to the record you want, for reasons which we will state in our reply. If you have paid a deposit, we will refund it (but not the request fee).

• If we have searched for the record and cannot find it, we will give you an affidavit explaining what steps we took to try and find the record. Should the missing record later come to light, we will notify you.

• If we may or must refuse to give you access to part of the requested Personal Information, we will give you access to every other part. Your Right of Access to Information Both the Promotion of Access to Information Act and the Protection of Personal Information Act entitle you to have access to our records, if:

• you need access to exercise or protect any of your rights, and

• you apply for access according to the procedure set out in this manual, and

• the Entities do not have grounds for refusing you access. Our Right to Refuse Access to Information We have the right to refuse to give you access to our records if any of the following grounds apply:

• the record would unreasonably disclose Personal Information about a natural person, including a deceased individual (unless that third party or a representative of the deceased gives written permission for access);

• the record contains (a) trade secrets, or (b) financial, commercial, scientific or technical information, or (c) information about research by a third party, which could put that third party at a disadvantage in a negotiation or prejudice him in competition (unless that third party gives written permission for access);

• access would put us in breach of a duty of confidence which we owe to a third party (unless that third party gives written permission for access);

• access could reasonably be expected to (a) endanger someone's life or physical safety, or (b) prejudice or impair the security of a building, structure, system, means of transport or other property;

• the record is privileged from being produced as evidence in legal proceedings (unless the person protected by the privilege has waived that protection); or

• if the request is for access to your Personal Information, and you could not provide adequate proof of identity to us.

9. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Security safeguards to ensure the confidentiality and integrity of the personal information ncludes Anti-virus and Anti-malware Solutions.

10. AVAILABILITY OF THE MANUAL

a. A copy of the Manual is available-

i. on (www.jackklaff.co.za);

ii. to any person upon request and upon the payment of a reasonable prescribed fee; and

iii. to the Information Regulator upon request.

Issued by

Jack Klaff
JACK KLAFF AUCTIONEERS & ESTATE AGENTS