



**Sentinel**  
COMMERCIAL SERVICES GROUP

**PAIA MANUAL**

**of**

**Sentinel Commercial Services Group (Pty) Reg No. 2016/079327/07  
("SCSG")**

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## 1. INTRODUCTION

This manual is compiled in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 and sets out the procedure to be followed when requesting access to a record held by SCSG.

## 2. DEFINITIONS

The following words shall bear the following meaning in this manual:

<b>Information Officer</b>	means the person described in 3 below and shall include the Deputy Information Officer where a task has been delegated to such party by the Information Officer
<b>Regulator</b>	means the Regulator established in terms of Section 39 of POPI
<b>Organisation</b>	Sentinel Commercial Services Group (Pty) Ltd Reg No. 2016/079327/07
<b>PAIA</b>	means the Promotion of Access to Information Act 2 of 2000
<b>POPI</b>	means the Promotion of Personal Information Act 4 of 2013
<b>Person</b>	means a natural or juristic person
<b>Personal Requester</b>	means a requester seeking access to a record containing Personal Information about the requester
<b>Personal Information</b>	means information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person
<b>Requester</b>	in relation to a private body, means any person, including, but not limited to public body or an official thereof, making a request for access to a record of the organisation or a person acting on behalf of such person
<b>Request for access</b>	means a request for access to a record of SCSG in terms of section 50 of PAIA

<b>Record</b>	means any recorded information, regardless of the form or medium, in the possession or under the control of SCSG, irrespective of whether or not it was created by the SCSG
<b>Third Party</b>	in relation to a request for access to a record held by SCSG, means any person other than the requester

### 3. COMPANY AND INFORMATION OFFICER DETAILS

3.1. SCSG is private company registered with the Estate Agency Affairs Board under F144931. Its services include the sale of property, property management, leasing, business valuations, mergers, acquisitions, and related services. Its head office is located in Cape Town and the business can be contacted using the below details:

Physical Address: Office Annex, 5 St Mark Street, Bethanie, Eversdal, Durbanville 7550.

Telephone: 021 552 1018

3.2. The Information Officer is the person responsible for assessing and processing requests for information in terms in this manual and may delegate such responsibilities to the Deputy Information Officer.

#### Information Officer

Full name: Anton Kotzee

#### Deputy Information Officer

Full name: Lonique Andrews

Contact details for the Information Officer and its deputy:

Email Address: commercial@scsgroup.co.za

Physical Address: Office Annex, 5 St Mark Street, Bethanie, Eversdal, Durbanville 7550.

Telephone: 021 552 1018

3.3. The Information Officer above is also the Information Officer as referred to in POPIA and will therefore fulfil the functions and responsibilities set out in the aforementioned Act.

### 4. RIGHT OF ACCESS

4.1. The Information Officer will only provide access to a record held by SCSG, to a requester, if:

4.1.1. The record is required for the exercise or protection of any right; and

4.1.2. The requester complies with the procedural requirements in this manual and PAIA; and

4.1.3. Access to that record is not refused in terms of any of the grounds listed below.

4.2. If a public body lodges a request, the public body must be acting in the public interest.

### 5. PAIA GUIDE

5.1. In terms of section 10 of PAIA, the South African Human Rights Commission compiled a guide which contains the information required by a person who wishes to exercise their rights in terms of PAIA and POPIA.

5.2. The guide can be obtained from the South African Human Rights Commission, whose contact details appear below:

Postal Address: **The South African Human Rights Commission, PAIA Unit, Private Bag 2700, Houghton, 2041**

Telephone Number: **+27(0)11 877 3600**

Fax Number: **+27(0)11 403 0625**

Website: **www.sahrc.org.za**

## 6. GROUNDS FOR REFUSAL OF A REQUEST FOR INFORMATION

- 6.1. Upon receiving and verifying a request for information, the Information Officer will assess whether any of the below grounds for refusing access are applicable.
- 6.2. If any grounds for refusal are found, the request for access will be refused. However, access will be granted despite the existence of a ground for refusal if:
- 6.2.1. the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law or imminent and serious public or environmental risk; and
  - 6.2.2. the public interest in disclosing record, will clearly outweigh the harm contemplated in the provision in question.
- 6.3. If a request for access is made with regards to a record containing information that would justify a ground for refusal, every part of the record which does not contain, and can reasonably be severed from any part that contains, any such information must, despite any other provision of PAIA, be disclosed.
- 6.4. The main grounds for refusal follow below:
- 6.4.1. Mandatory grounds for refusal:
    - 6.4.1.1. Disclosure would involve the unreasonable disclosure of personal information about a third party who is a natural person, including deceased persons.
    - 6.4.1.2. Disclosure would constitute breach of a duty of confidence owed to a third party in terms of an agreement.
    - 6.4.1.3. Disclosure could reasonably be expected to endanger the life or safety of an individual.
    - 6.4.1.4. The record is privileged from presentation in legal proceedings, unless the person entitled to the privilege has waived the privilege.
    - 6.4.1.5. The record includes information about the research of or for a third party that is likely to expose the third party, researcher or subject matter of the research to serious disadvantage.
  - 6.4.2. Optional grounds for refusal:
    - 6.4.2.1. Disclosure would be likely to prejudice or impair the security of a system or property.
    - 6.4.2.2. Protection of the commercial information of a third party:
      - 6.4.2.2.1. Disclosure would include trade secrets, financial, commercial, scientific, or technical information of a third party.
      - 6.4.2.2.2. Disclosure would include information supplied in confidence by a third party and could reasonably be expected to put the third party at a disadvantage in negotiations or prejudice such party in commercial competition.
    - 6.4.2.3. Disclosure includes information about research done by or SCSG, that is likely to expose SCSG, the researcher or subject matter of the research to a serious disadvantage.

## 7. RECORDS HELD

SCSG holds records in accordance with the following legislation among others:

- Basic Conditions of Employment Act 75 of 1997
- Closed Corporations Act No 69 of 1984
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1987
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Estate Agency Affairs Act 112 of 1976
- Financial Intelligence Centre Act 11 of 2008
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Prevention of Organised Crime Act 121 of 1998

- Prevention and Combatting of Corrupt Activities Act 12 of 2004
- Protection of Constitutional Democracy against Terrorist and related Activities Act 33 of 2004
- Skills Development Act 97 of 1998
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

## 8. AVAILABILITY OF RECORDS

By virtue of the services SCSG provides, it collects and processes personal information such as names, addresses, banking details, financial and other data relating to its clients, personnel and other parties with whom it has business dealings.

The records held by SCSG and the availability thereof are set out below:

Category:	Record:	Availability:	Purpose:	Data Subject:
Public Affairs	Product and Service Information	Freely Available scsgroup.co.za	Convey Public Information	SCSG
	Information on businesses and properties for sale and to let			
	Public Corporate Records			
	Media Releases			
Regulatory & Administrative	FFC and other permits (if applicable)	Freely Available	Convey Public Information	SCSG
	Compliance Policies, Manuals and Records	PAIA Request	Convey Public Information	SCSG
	Supplier and Representative Contracts	PAIA Request	Contractual Agreement	Third Party
	MOI & Minutes of Board Meetings	PAIA Request	Statutory Requirement	SCSG
	Internal correspondence (emails/memos)	PAIA Request	Internal Communications	Personnel
	Employee Applications, Contracts & Information	PAIA Request	Internal Referencing	Personnel
Financial	Financial Records and Statements	PAIA Request	Internal Referencing	SCSG
	Financial and Tax Records	PAIA Request	Statutory Requirement	SCSG
Marketing	Performance Records	PAIA Request	Internal Referencing	SCSG
	Product / Service Sales Records	PAIA Request	Internal Referencing	SCSG
	Marketing Strategies	PAIA Request	Internal Referencing	SCSG
Clients	Client Database	PAIA Request	Internal Referencing	Clients
	Client Records, Agreements & Communications	PAIA Request	Internal Referencing	Clients

## 9. SECURITY MEASURES

SCSG continuously monitors and updates its systems to ensure reasonable measures are taken to protect the personal information held by the Organisation.

## 10. SHARING OF PERSONAL INFORMATION

The personal information SCSG collects may be shared between its personnel, business units and with selected parties who process information on behalf of SCSG. Personal information may also be disclosed to the owner, seller, buyer, tenant, lessee or lessor of a business or property, or their agents in order to facilitate and/or conclude a commercial transaction.

SCSG may need to transfer personal information to parties located outside of South Africa, in order to provide its services. Personal Information will only transferred across borders if necessary and in accordance with legislative requirements.

## 11. REQUEST PROCEDURE

- 11.1. In order to process your request, kindly complete and submit the form in Annexure A to the email or physical address of the Information Officer.
- 11.2. When completing the form, please provide sufficient details to enable the Information Officer to identify:
- 11.2.1. the person seeking access to the information;
  - 11.2.2. the information that is being requested;
  - 11.2.3. the format in which the information is required;
  - 11.2.4. the contact details of the person requiring the information;
  - 11.2.5. the right to being exercised and/or to be protected and specify the reasons why the information required will enable the person to protect and/or exercise the right;
  - 11.2.6. where the person requesting the information wishes to be informed of the outcome of the request in a particular manner, state the manner and the request contact details;
  - 11.2.7. if the request for information is made on behalf of another person, submit proof that the person submitting the request, has obtained the necessary authorisation to do so.
- 11.3. The Information Officer or Deputy Information Officer will send a notice to the requester confirming the request has been received, which shall state:
- 11.3.1. The prescribed fee (if any) that is payable, prior to processing the request. Please refer to Annexure B for a breakdown of fees payable;
  - 11.3.2. The amount of the deposit payable (if any);
  - 11.3.3. That the requester may lodge a complaint with the Information Regulator or an application in court against the payment of the requested fee or deposit;
  - 11.3.4. The procedure (including the period) for lodging the complaint with the Information Regulator or the application.
- 11.4. Except to the extent that the provisions regarding third party notification may apply, the Information Officer, must as soon as reasonably possible, within 30 days after the request has been received:
- 11.4.1. Decide in accordance with PAIA whether to grant the request, and
  - 11.4.2. Notify the requester of the decision.
- 11.5. The Information Officer may extend the 30 day period in 11.4 once, for a further period of no more than 30 days, by sending a notice to the requester if:
- 11.5.1. the request is for a large number of records or requires a search through a large volume of records and compliance with the original period would unreasonably interfere with the activities of SCSG;
  - 11.5.2. the request requires a search for records in, or collection thereof from, an office of SCSG not situated in the same town or city as the office of the Information Officer, that cannot reasonably be completed within the original period;
  - 11.5.3. consultation among divisions of SCSG or with another private body is necessary and cannot reasonably be completed within the original period;
  - 11.5.4. more than one of the circumstances contemplated in paragraphs 11.5.1 to 11.5.3 exist, making compliance with the original period not reasonably possible; or
  - 11.5.5. the requester consents in writing to such extension.
- 11.6. The notice of extension in terms of 11.5 will state:
- 11.6.1. The period of extension;
  - 11.6.2. Reasons for the extension, including the applicable provisions of PAIA; and
  - 11.6.3. That the requester may lodge an application with a court against the extension, and the procedure (including the period) for lodging the application.

11.7. If the request for access is granted, the notice will state:

11.7.1. The access fee (if any) to be paid upon access;

11.7.2. The form in which access will be given; and

11.7.3. That the requester may lodge a complaint with the Information Regulator or an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or the application.

11.8. If the request for access is refused, the notice will:

11.8.1. State the reasons for the refusal; and

11.8.2. State that the Requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or the application.

11.9. Should all reasonable steps have been taken to find a record requested, and there are reasonable grounds for believing that the record is in SCSG's possession, but cannot be found, the Organisation will, by way of affidavit or affirmation, notify the requester that it is not possible to provide access to that record.

**ANNEXURE A: REQUEST FOR ACCESS TO RECORD**

<b>A. Particulars of Private Body</b>	
Information Officer	
Lonique Andrews	
Email: commercial@scsgroup.co.za	
Physical Address: Office Annex, 5 St Mark Street, Bethanie, Eversdal, Durbanville 7550.	
<b>B. Particulars of person requesting access to the record</b>	
(i) The particulars of the person who requests access to the record must be recorded below	
(ii) Furnish an address and/or fax number in the Republic to which information must be sent	
(iii) Proof of the capacity in which the request is made, if applicable, must be attached	
Full names & surname:	
Identity number:	
Postal address:	
Fax number:	
Telephone number:	
Email address:	
Capacity:	
<b>C. Particulars of person on whose behalf request is made</b>	
This section must be completed <i>ONLY</i> if a request for information is made on behalf of another person	
Full names & surname:	
Identity number:	
<b>D. Particulars of Record</b>	
(i) Provide full particulars of the record to which access is requested, including the reference number if that is known to you	
(ii) If the provided space is inadequate, please continue on a separate page and attach to this form. Please sign any additional pages	
Description of record:	
Any further particulars:	
<b>E. Fees</b>	
(i) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid	
(ii) You will be notified of the amount required to be paid as the request fee	
(iii) 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	
(iv) If you qualify for exemption of the payment of any fee, please state the reason therefor	
Reason for exemption:	
<b>F. Form of access to record</b>	

If you are prevented by a disability to read, view or listen to the record in the form of access provided hereunder, please state your disability and indicate in which form the record is required

Disability:

Form in which required:

Mark the appropriate box with an "X"

- (i) Your indication as to the required form of access depends on the form in which the record is available
- (ii) Access in the form requested may be refused in certain circumstances, In such a case you will be informed of access will be granted in another form
- (iii) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested

1) If the record is in written or printed form:

- copy of record
- inspection of record

2) If record consists of visual images:

- view the images
- copy of the images
- transcription of the images

3) If the record consists of recorded words or information which can be reproduced in sound:

- listen to the soundtrack
- transcription of the soundtrack

4) If the record is held on computer or in an electronic or machine-readable form:

- printed copy of record
- copy in computer readable form

Please indicate the preferred method of delivery

- Email
- Post

#### **G. Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios.

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:

#### **H. Notice of decision regarding the request for access**

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request

How would you prefer to be informed of the decision regarding your request for access to the record?

<b>I. Signature page</b>
Signed at:
Date:
Signature of Requester / Person on whose behalf request is made:

**ANNEXURE B : PRESCRIBED FEES**

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

- A requester is required to pay a preliminary request fee before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), an additional deposit shall be paid (of not more than one third of the access fee which would be payable if the request was granted).
- A requestor may lodge an application with a court against the render / payment of the request fee and/or deposit
- Records may be withheld until the fees have been paid.
- The fee structure is also available on the South African Human Rights Commission's website at [www.sahrc.org.za](http://www.sahrc.org.za).

No.	Description	Fee
1.	The fee for a copy of the manual as contemplated in regulation 9(2)(c), for every photocopy of an A4-size page or part thereof	R1.10
2.	The fees for reproduction referred to in regulation 11(1) are as follows:	-
	a) For every photocopy of an A4 size page or part thereof	R1.10
	b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
	c) For a copy in a computer-readable form on stiffer disc	R7.50
	d) For a copy in a computer-readable form on compact disc	R70.00
	e) For a transcription of visual images, for an A4 size page or part thereof	R40.00
	f) For a copy of a visual image	R60.00
	g) For a transcription of an audio record	R20.00
	h) For a copy of an audio record	R30.00
3.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	R50.00
4.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(3):	-
	a) For every photocopy of an A4 size page or part thereof	R1.10
	b) For a printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
	c) For a copy in a computer readable form on stiffer disc	R7.50
	d) For a copy in a computer readable form on compact disc	R70.00
	e) For a transcription of visual images, for an A4 size page or part thereof	R40.00
	f) For a copy of a visual image	R60.00
	g) For a transcription of an audio record, for A4 size page or part thereof	R20.00
	h) For a copy of an audio record	R30.00
5.	The actual postage fee is payable when a copy of a record must be posted to a requester	-
6.	For purposes of section 54(2) of the Act, the following applies:	-
	a) Six hours as the hours to be exceeded before a deposit is payable	-
	b) One third of the access fee is payable as a deposit by the requester	-