THE PROPERTY BUREAU

PAIA MANUAL

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

26 Maynard Road, Wynberg, Cape Town, 7800

Registered with the PPRA

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 "DIO" Deputy Information Officer;

1.2 "FICA" Financial Intelligence Centre Act 38 of 2001;

1.3 "IO" Information Officer;

1.4 "Minister" Minister of Justice and Constitutional Development;

1.5 "PAIA" Promotion of Access to Information Act 2 of 2000 (as amended);

1.6 "POPIA" Protection of Personal Information Act 4 of 2013;

1.7 "PPRA" Property Practitioners Regulatory Authority;

1.8 "Regulator" Information Regulator;

1.9 "Republic" Republic of South Africa; and

1.10 "The Property Bureau", "we", "us" The Property Bureau, a sole proprietorship owned by Paul Grobler.

2. PURPOSE OF THIS PAIA MANUAL

The Property Bureau is a residential property business in Wynberg, Cape Town, handling rentals, rental management and sales. Registered with the PPRA. This manual is useful for the public to:

2.1 check the categories of records we hold 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 we hold, by providing a description of the subjects on which we hold records and the categories of records held on each subject;

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

2.4 access the contact details of the 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 whether we process personal information, and the purpose of that processing;

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

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

2.9 know whether we plan to transfer or process personal information outside the Republic, and the recipients or categories of recipients to whom it may be supplied; and

2.10 know whether we have appropriate security measures to ensure the confidentiality, integrity and availability of the personal information we process.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE PROPERTY BUREAU

3.1 Information Officer (head of the private body)

Name:	Paul Grobler, owner
Tel:	021 797 8850
Email:	admin@propertybureau.co.za

3.2 Deputy Information Officer

No Deputy Information Officer has been designated. All requests go to the Information Officer.

3.3 Access to information general contacts

Email:	admin@propertybureau.co.za

3.4 Head office

Postal address:	26 Maynard Road, Wynberg, Cape Town, 7800
Physical address:	26 Maynard Road, Wynberg, Cape Town, 7800
Telephone:	021 797 8850
Email:	admin@propertybureau.co.za
Website:	https://propertybureau.co.za

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 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 the Information Officer of every public body, and of every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 the manner and form of a request for access to a record of a public body contemplated in section 11, and access to a record of a private body contemplated in section 50;

4.3.4 the assistance available from the Information Officer 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 an internal appeal, a complaint to the Regulator, and an application with a court against a decision by the information officer of a public body, a decision on internal appeal, a decision by the Regulator or a decision of the head of a private body;

4.3.7 the provisions of sections 14 and 51 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 and 52 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 and 54 regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92.

4.4 Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including our office and 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; and

4.5.2 from the website of the Regulator (https://inforegulator.org.za).

4.6 A copy of the Guide is also available at our office in the following two official languages, for public inspection during normal office hours: English and Afrikaans.

Information Regulator contact details

Physical address:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone:	010 023 5200
General enquiries:	enquiries@inforegulator.org.za
PAIA complaints:	PAIAComplaints@inforegulator.org.za
POPIA complaints:	POPIAComplaints@inforegulator.org.za
Website:	https://inforegulator.org.za

5. CATEGORIES OF RECORDS OF THE PROPERTY BUREAU WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The records below may be viewed on our website or asked for by telephone, email or letter, without a formal PAIA request.

Category of records	Types of the record	Available on website	Available upon request
Property marketing	Property listings, adverts and brochures for properties we market	X	X
Information about our services	Service descriptions, contact details, office hours	X	X
Articles and market information	News articles and market commentary we publish	X	X
Privacy and access to information	Privacy policy and this PAIA manual	X	X

6. DESCRIPTION OF THE RECORDS OF THE PROPERTY BUREAU WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Records are kept in terms of the following legislation, as it applies to us. Access to them is subject to the grounds for refusal in PAIA.

Category of records	Applicable legislation
Employment contracts, records of hours, leave and remuneration	Basic Conditions of Employment Act 75 of 1997
Workplace injury records and returns	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Mandates, agreements and records of consumer transactions	Consumer Protection Act 68 of 2008
Electronic communications and electronic records	Electronic Communications and Transactions Act 25 of 2002
Employment equity records, where applicable	Employment Equity Act 55 of 1998
Client identification and verification records, transaction records, reports to the Financial Intelligence Centre	Financial Intelligence Centre Act 38 of 2001
Income tax and employees' tax records	Income Tax Act 58 of 1962
Disciplinary records and records of	Labour Relations Act 66 of 1995

employment matters	
Workplace health and safety records	Occupational Health and Safety Act 85 of 1993
This PAIA manual and records of requests for access	Promotion of Access to Information Act 2 of 2000
Mandates, trust account records, audit reports, Fidelity Fund certificates and practitioner records	Property Practitioners Act 22 of 2019
Records of personal information processed, consent records, privacy policy	Protection of Personal Information Act 4 of 2013
Leases, ingoing and outgoing inspection reports, deposit and interest records	Rental Housing Act 50 of 1999
Tax records and returns	Tax Administration Act 28 of 2011
Unemployment insurance records and returns	Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE PROPERTY BUREAU HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which we hold records	**Categories of records**
Business and registration	PPRA registration and Fidelity Fund certificates, trading records, insurance policies, supplier agreements
Rentals and rental management	Rental mandates, tenant applications, credit and rental history reports, leases, ingoing and outgoing inspection reports, deposit records, maintenance records, correspondence with landlords and tenants
Sales	Sales mandates, valuations and appraisals, offers to purchase and sale agreements, correspondence with buyers, sellers, conveyancers and bond originators
Client verification	Identification and verification records, risk records and other FICA records
Trust account and finance	Trust account records kept through PayProp, statements, audit reports, accounting records, bank records, tax records
Human resources	Employment contracts, payroll, leave, tax and UIF records, training and continuing professional

	development records, disciplinary records
Suppliers and contractors	Agreements, quotes, invoices and contact details
Website and systems	Website content, form submissions, system access records
Privacy and access to information	Privacy policy, this manual, records of PAIA and POPIA requests, records of security incidents

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of processing personal information

We process personal information to:

- respond to enquiries and provide the services clients ask for;
- process tenant applications and assess suitability;
- manage rental properties for landlords, including rent collection, lease administration, deposits, inspections and maintenance;
- provide property valuations;
- market properties and facilitate property sales and transfers;
- verify clients and keep records as FICA requires;
- meet our obligations as a property practitioner under the Property Practitioners Act and to the PPRA;
- keep accounting, tax and trust account records;
- employ and pay staff and meet our obligations as an employer;
- communicate with people about services, listings or transactions they have engaged us on; and
- run and improve our website.

We do not do direct marketing and do not sell or rent personal information to anyone.

8.2 Description of the categories of data subjects and of the information or categories of information relating to them

Categories of data subjects	**Personal information that may be processed**
Landlords and property owners	Names, identity numbers, contact details, addresses, property details, bank details, tax and FICA information, mandate and correspondence records
Tenants, applicants, occupants and sureties	Names, identity numbers, contact details, current and previous addresses, employment and income details, payslips and bank statements, credit and rental history reports, lease, deposit and payment records
Sellers and buyers	Names, identity numbers, contact details, addresses, marital status where relevant to a sale, FICA

	information, financial information relevant to the purchase, correspondence
Enquirers and website visitors	Names, contact details, details of the enquiry, IP address and website usage information
Employees and job applicants	Names, identity numbers, contact details, addresses, qualifications, employment history, bank details, tax and UIF details, next of kin, leave and performance records
Service providers and contractors	Names, business details, contact details, bank details, quotes and invoices

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	**Recipients or categories of recipients**
Tenant applicant identity, credit and rental history information, for credit and rental checks	TPN (Tenant Profile Network)
Landlord, tenant and payment information, for rent collection and trust account management	PayProp
Seller and buyer information, for transfers and bonds	Conveyancing attorneys and bond originators
Client and transaction information, where the law requires it	Financial Intelligence Centre, the PPRA, SARS, courts and other authorities
Contact and access details, to carry out maintenance and inspections	Contractors and certificate inspectors appointed for the property
Email, documents and correspondence	Microsoft 365 (email and file storage)
Website form submissions and notifications	Our website host and Amazon Web Services (email delivery)
Employee information	SARS, the Department of Employment and Labour (UIF), our bank and our accountant
Payment information	Our banks

8.4 Planned transborder flows of personal information

Some of the service providers we use keep information on servers outside the Republic. Where this happens, we transfer personal information only in line with section 72 of POPIA.

Service provider	Personal information	Where it is stored
Microsoft 365	Email, documents and correspondence about all categories of data subjects	Microsoft data centres, which may be outside the Republic
Amazon Web Services (email delivery)	Names, contact details and messages sent through our website forms	Outside the Republic
Google (Analytics, Fonts and Maps on our website)	Website usage information and IP addresses	Outside the Republic
Anthropic (Claude, an AI assistant we use to help prepare correspondence and documents)	Emails and documents about clients, landlords and tenants	United States
WhatsApp (Meta)	Messages with clients, landlords and tenants	Outside the Republic

Our website is hosted in Cape Town, South Africa.

8.5 General description of information security measures

We take reasonable technical and organisational steps to protect the confidentiality, integrity and availability of personal information, including:

- HTTPS encryption on our website for all form submissions;
- access controls, so only the people who need a file can see it, with individual logins to our systems;
- password protection on PayProp and on tenant files;
- deleting tenant application documents from our website server after 30 days;
- secure disposal of paper records, by shredding, when they are no longer required;
- regular backups of our website and records;
- using only service providers bound by their own confidentiality and data protection obligations; and
- notifying affected people and the Regulator of a security compromise, as section 22 of POPIA requires.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of this manual is available:

9.1.1 on our website, https://propertybureau.co.za;

9.1.2 at our head office, 26 Maynard Road, Wynberg, Cape Town, for public inspection during normal business hours;

9.1.3 to any person upon request and upon payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of this manual, as contemplated in Annexure B of the Regulations, is payable per A4 size photocopy made (R2 per page at the date of this manual).

10. UPDATING OF THE MANUAL

The head of The Property Bureau will update this manual on a regular basis.

Issued by

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Paul Grobler

Owner and Information Officer, The Property Bureau

Date: 25.11.2026

ANNEXURE: HOW TO REQUEST A RECORD, AND THE PRESCRIBED FEES

A.1 A request for access to a record must be made on Form 2 (Request for access to record), available from the Regulator's website: https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

A.2 Send the completed form to the Information Officer at admin@propertybureau.co.za, or deliver it to 26 Maynard Road, Wynberg, Cape Town, 7800.

A.3 The requester must identify the record asked for and the right the requester wants to exercise or protect, and explain why the record is required for that purpose (section 53 of PAIA).

A.4 Access may be refused on the grounds set out in Chapter 4 of Part 3 of PAIA, for example to protect the privacy of another person or commercial information of a third party.

A.5 We will give our decision within 30 days of receiving the request, unless the period is extended as PAIA allows.

A.6 A requester who is not satisfied with our decision may complain to the Information Regulator or apply to court.

Fees for private bodies, as published by the Regulator

Item	Fee
Request fee, payable by every requester. Asking only whether we hold your personal information is free (section 23(1)(a) of POPIA).	R140.00
Photocopy or printed copy of an A4 size page	R2.00 per page
Copy on a flash drive	R40.00
Copy on a compact disc supplied by us	R60.00
Transcription of an audio record	R24.00 per page
Search for and preparation of the record, for each hour or part of an hour, after the first hour	R145.00, to a maximum of R435.00
Deposit where the search and preparation is expected to take more than six hours	One third of the access fee
Postage, email or other electronic transfer	Actual cost

Fees are as published on the Regulator's website on 24.11.2026 and change when the Regulator publishes new amounts.