

## PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000  
Updated to incorporate the Protection of Personal Information Act, 4 of 2013

- **Document Control**

Version	1.0 Draft
Status	Board Review
Review Cycle	Annual
Prepared By	Communications Department
Information Officer	Relene Celliers
Effective Date	To be approved by the Board

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# PEARL VALLEY

— HOME OWNERS ASSOCIATION —

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- **1. List of Acronyms and Abbreviations**

Acronym	Meaning
CEO	Chief Executive Officer / General Manager
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act, 2 of 2000
POPIA	Protection of Personal Information Act, 4 of 2013
Regulator	Information Regulator
PVHOA	Pearl Valley Homeowners Association

- **2. Purpose of the PAIA Manual**

This Manual assists members, residents and the public to understand the categories of records held by Pearl Valley Homeowners Association, the procedure for requesting access to records under PAIA, and the manner in which personal information is processed in accordance with POPIA.

- **3. Key Contact Details**

Organisation: Pearl Valley Homeowners Association

Physical Address: 682 Appaloosa Street, The Acres, Pearl Valley Golf and Country Estate, Paarl, 7646

Postal Address: 1 Pearl Valley Homeowners Association, Pearl Valley Golf and Country Estate, Paarl, 7646

Website: [www.pvhoa.co.za](http://www.pvhoa.co.za)

General Email: [info@pvhoa.co.za](mailto:info@pvhoa.co.za)

Telephone: 021 001 4419

Information Officer: Relene Celliers

Deputy Information Officer: None appointed

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- **4. Information Regulator Guide**

The Information Regulator has published a Guide explaining rights under PAIA and POPIA, the process for requesting access to records, available remedies, and the prescribed request forms. Copies may be obtained from the Information Regulator or from the PVHOA Information Officer.

- **5. Categories of Records Automatically Available**

The following records are generally available without a formal PAIA request, subject to availability and any applicable legal restrictions.

<i>Category</i>	<i>Examples</i>	<i>Availability</i>
Corporate Information	PAIA Manual, Constitution, Estate Rules	Website / On request
Governance	Homeowner notices	Website
Community	Application forms, architectural guidelines	Website / Office
Communications	Weekly HOA Newsletter, formal homeowner notices, WhatsApp	Website / Email / On Request

- **6. Records Available in Accordance with Other Legislation**

Legislation	Examples of Records
Companies Act 71 of 2008	MOI, statutory records
PAIA	PAIA Manual and access requests
POPIA	Privacy records and consent records
Labour Relations Act	Employment records
Basic Conditions of Employment Act	Employment contracts
Occupational Health and Safety Act	Safety records
Income Tax Act / VAT Act	Tax and financial records

• **7. Description of Subjects and Categories of Records**

<i>Subject</i>	<i>Categories of Records</i>
Governance	Board minutes, resolutions, committee records, AGM/SGM records
Finance	Budgets, audited financial statements, levy records
Residents	Membership records, correspondence, complaints
Architecture	Building plans, approvals, inspections
Security	Access control logs, visitor registers, CCTV policy, incident reports
Maintenance	Infrastructure maintenance, contractor records
Human Resources	Personnel files, leave, training
Procurement	Supplier contracts, tenders, invoices
Communications	Website, newsletters, homeowner and member notices, WhatsApp
Information Systems	HubSpot CRM, SharePoint, Access Portal, GLOvent

• **8. Processing of Personal Information**

Pearl Valley Homeowners Association processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA). Personal information is processed lawfully, reasonably and transparently for estate governance, administration and related lawful purposes.

• **8.1 Purpose of Processing Personal Information**

- Administration of HOA membership and resident services
- Levy administration and financial management
- Security and access control
- Architectural review and building compliance
- Contractor management
- Communication with owners, residents and tenants

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- Human resource administration
- Legal and regulatory compliance
- Maintenance of estate infrastructure
- Emergency response and incident management

- **8.2 Categories of Data Subjects**

<i>Data Subject</i>	<i>Personal Information Processed</i>
Owners and Members	Names, ID/passport, contact details, property ownership, levy information
Residents and Tenants	Names, contact details, access records, emergency contacts
Visitors	Vehicle registration, visitor logs, access information
Employees	Employment records, payroll, qualifications
Trustees and Committee Members	Contact details, governance records
Contractors and Suppliers	Company details, contracts, banking and tax details
Estate Agents	Contact details and accreditation records

- **8.3 Recipients of Personal Information**

Personal information may be shared where lawful with:

- Security service providers
- Professional advisers and attorneys
- Auditors
- Banks and payment service providers
- Government authorities where legally required
- IT service providers hosting authorised systems

- **8.4 Planned Cross-border Transfers**

Certain authorised cloud-based systems (for example Microsoft 365 and other approved service providers) may store, or process limited personal information outside South Africa, subject to contractual safeguards and POPIA requirements.

- **8.5 Information Security Measures**

- Role-based access control
- Password and authentication controls
- Microsoft 365 security features
- Encrypted communications where appropriate
- Firewall and anti-malware protection
- Regular system backups
- Physical access controls
- Confidentiality undertakings by staff and contractors
- Incident reporting procedures
- Retention and secure destruction of records

- **8.6 Retention of Personal Information**

Records are retained for periods prescribed by applicable legislation or for as long as operationally necessary, after which records are securely destroyed or anonymised.

- **9. Procedure for Requesting Access to Records**

Requests for access to records must be submitted to the Information Officer using the prescribed PAIA request form. The requester must provide sufficient information to identify the requested records and may be required to provide proof of identity. Applicable request and access fees, where prescribed, must be paid before processing.

- **10. Fees**

Request, access and reproduction fees will be charged in accordance with the Regulations issued under the Promotion of Access to Information Act, as amended. No fee is payable where exempted by law.

- **11. Grounds for Refusal of Access**

- Protection of personal privacy
- Protection of confidential commercial information
- Protection of legally privileged records
- Protection of safety and security
- Records prohibited from disclosure by law
- Manifestly frivolous or vexatious requests, where permitted by PAIA

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- **12. Availability of this Manual**

This Manual will be made available on the Pearl Valley HOA website, at the registered office during normal business hours, upon request, and to the Information Regulator where required.

- **13. Updating of the Manual**

The Information Officer will review this Manual periodically and update it whenever legislative or operational changes require amendment. As a minimum, the Manual should be reviewed annually.

- **14. Board Approval**

Prepared by	Communications Department
Reviewed by	Information Officer
Approved by	Estate Manager
Approval Date	<u>29 June 2020</u> 
Next Review	May 2027

- **Annexures**

Annexure A – PAIA Request Form (current prescribed form)

Annexure B – PAIA Fees

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## ANNEXURE A

### PAIA FORM 02 – REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY

Date of Request: \_\_\_\_\_

Reference No.: \_\_\_\_\_

1. Requester Full Name: \_\_\_\_\_

ID/Passport No.: \_\_\_\_\_

Organisation (if applicable): \_\_\_\_\_

Postal Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

2. Capacity in which request is made: \_\_\_\_\_

3. Record requested (describe fully):

\_\_\_\_\_

4. Right to be exercised or protected and why the record is required:

\_\_\_\_\_

5. Preferred form of access:

Inspection  Copy  Electronic copy  Email

6. Preferred language: \_\_\_\_\_

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## 7. Declaration

I declare that the information provided is true and correct.

Signature:  Date: 29/06/2026

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## ANNEXURE B

### PAIA Fees Schedule

The fees below must be updated whenever the PAIA Regulations are amended.

Fee Category	As prescribed in the current PAIA Regulations
Request Fee	As prescribed in the current PAIA Regulations
Access Fee	As prescribed in the current PAIA Regulations
Photocopies	As prescribed in the current PAIA Regulations
Electronic Copy	As prescribed in the current PAIA Regulations
Search and Preparation	As prescribed in the current PAIA Regulations
Postage/Courier	Actual cost where applicable

Approved by: 

Effective Date: 24/06/2026

Review Date: May 2027