

Daniel Crous Auctioneers CC (Reg: 2010/004300/23)

PAIA MANUAL

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

DATE OF REVISION: 14/06/2026

TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | |
|-----------------|--|
| 1.1 "DIO" | Deputy Information Officer; |
| 1.2 "IO" | Information Officer; |
| 1.3 "Minister" | Minister of Justice and Constitutional Development; |
| 1.4 "PAIA" | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.5 "POPIA" | Protection of Personal Information Act No.4 of 2013; |
| 1.6 "Regulator" | Information Regulator; and |
| 1.7 "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 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 recipients or categories of recipients to whom the personal information may be supplied;
- 2.8 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

- 2.9 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 DANIEL CROUS AUCTIONEERS

3.1. Information Officer

Name: Danie Crous
Tel: 0822550253
Email: aciprojects@mweb.co.za

3.2. Deputy Information Officer.

Not appointed

3.3 Access to information general contacts

Email: aciprojects@mweb.co.za

3.4 Head Office

Postal Address: PO Box 2675 Brooklyn Square 0075
Physical Address: 25 Wild Teak Estate Montana Park 0182
Telephone: 0822550253
Email: aciprojects@mweb.co.za
Website: www.danielcrousauctioneers.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 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 designated in terms of section 56 of POPIA¹;
- 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 11²; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50³;
- 4.3.4. the assistance available from the IO of a private 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 application with a court against a decision by the information officer of a private body or 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 22⁴ and 54⁵ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92⁶.

¹ 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.

² 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.

³ 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 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.

⁵ 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.

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://info regulator.org.za>

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

4.6.1 English and Afrikaans

5. CATEGORIES OF RECORDS OF THE DANIEL CROUS AUCTIONEERS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on website	Available upon request
Marketing and Promotional material	Company profiles, brochures, auction catalogues	X	
Website	www.danielcrousauctioneers.co.za	X	
Social media platforms	Facebook, LinkedIn, X (Twitter)	X	
PAIA Manual	This manual	X	
Fee Schedule	Annexure A to this manual	X	

⁶ 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 DANIEL CROUS AUCTIONEERS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Founding Statement (CK1)	Close Corporations Act 69 of 1984
PAIA Manual	Promotion of Access to Information Act 2 of 2000

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

CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE DANIEL CROUS AUCTIONEERS

Subjects on which the body holds records	Categories of records
Client Records	Valuations, Auction mandates, FICA documents, Buyer/seller records, Invoices, Sale agreements, Auction roll records
Financial Records	Annual Financial Statements, Management accounts, Tax records (VAT, Income Tax), Bank statements, Asset registers
Operational Records	Auction catalogues, Stock lists, Marketing material, Supplier agreements, Insurance policies
Human Resources Records	HR policies, Employment contracts, Payroll records, Leave records, Disciplinary records, Training records
Compliance Records	PAIA Manual, POPIA Policy, FICA Risk Management & Compliance Programme, SARS registrations, PPRA documents
Correspondence	Emails, Letters relating to clients, suppliers and employees

8. PROCESSING OF PERSONAL INFORMATION

8.1. Purpose of Processing Personal Information

Personal information is processed to provide property valuation, selling and auction services; comply with FICA, tax and labour legislation; manage client relationships and invoicing; market services to existing clients; and for employment purposes.

8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, identity/passport number, address, contact details, bank details, property details, employment status, financial information for FICA purposes
Service Providers / Suppliers	Business name, registration number, VAT number, contact person name, address, bank details, trade references, BEE certificates
Employees / Job Applicants	Name, identity number, address, contact details, qualifications, employment history, bank details, next-of-kin details, gender and race (only for Employment Equity Act compliance where applicable)
Visitors to premises	Name, vehicle registration, CCTV images

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 to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualifications verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4. Planned transborder flows of personal information

Personal information may be stored on Microsoft 365/OneDrive/Google Workspace cloud servers located outside South Africa. Adequate protection is ensured through contractual agreements with service providers.

8.5 General description of Information Security Measures

Security measures include access control with passwords, anti-virus and anti-malware software, firewalls, physical access control to premises, confidentiality agreements with staff, and regular encrypted backups.

8A. PROCEDURE TO REQUEST ACCESS TO RECORDS

8A.1 A request for access to a record must be made on the prescribed Form C, available at www.inforegulator.org.za or from the Information Officer.

8A.2 The completed Form C, together with proof of payment of the R140.00 request fee (unless exempt), must be submitted to the Information Officer at aciprojects@mweb.co.za.

8A.3 The fees payable are set out in Annexure A – Fee Schedule.

8A.4 The Information Officer will process the request within 30 days and notify the requester of the decision and any access fees payable.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 on www.danielcrousauctioneers.co.za ;
- 9.1.2 head office of the DANIEL CROUS AUCTIONEERS CC for public inspection during normal business hours;
- 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4 to the Information Regulator upon request.

9.2 A fee of R3.00 per A4-size photocopy, as per the Fee Schedule in Annexure A, is payable.

10. UPDATING OF THE MANUAL

The Information Officer of DANIEL CROUS AUCTIONEERS CC will on a regular basis update this manual

Issued by

Danie de V Crous

Daniel de V Crous
Member /Information Officer
Date 14 June 2026

ANNEXURE A – COMPLETE FEE SCHEDULE

FEE SCHEDULE – PRIVATE BODY

Promotion of Access to Information Act, 2000 – Section 54

PAIA Regulations, 2021 – Annexure B

Daniel Crous Auctioneers CC (Reg: 2010/004300/23)

1. REQUEST FEE

1.1 A request fee of R140.00 is payable by a requester, other than a personal requester, before the request will be processed.

1.2 A “personal requester” means a requester seeking access to a record containing personal information about the requester. No request fee is payable by a personal requester.

2. ACCESS FEES

Payable only after access is granted. You will be notified in writing of the amount.

Item	Fee
2.1 For every photocopy of an A4-size page or part thereof	R3.00
2.2 For every printed copy of an A4-size page held on computer	R3.00
2.3 For a copy in a computer-readable form on flash drive	R70.00
2.4 For a copy in a computer-readable form on compact disc	R70.00
2.5 For a transcription of visual images, per A4-size page	R140.00
2.6 For a copy of visual images	R60.00
2.7 For a transcription of an audio record, per A4-size page	R140.00
2.8 For a copy of an audio record	R60.00
2.9 To search for and prepare the record for disclosure, per hour or part thereof	R140.00

Note: The first two hours of search and preparation are free of charge.

3. POSTAGE & COURIER

3.1 Postage: Actual cost – SA Post Office registered mail rates.

3.2 Courier: Actual cost if requested by the requester.

4. DEPOSITS

4.1 If the search and preparation time is likely to exceed 6 hours, or if the access fee will exceed R600.00, a deposit of one third of the access fee may be required.

4.2 The request will only be processed once the deposit is received.

5. EXEMPTIONS

The following requesters are exempt from paying the request fee AND access fees:

5.1 A single person whose annual income does not exceed R14,712.00.

5.2 Married persons or life partners whose combined annual income does not exceed R27,192.00.

5.3 A personal requester requesting access to a record containing their personal information.

5.4 The record is required for a maintenance investigation or inquiry.

Proof of income or exemption status may be requested.

6. PAYMENT

6.1 Bank: FNB, Account Name: Daniel Crous Auctioneers, Account Number:

62258089187, Branch Code: 252145, Reference: PAIA + [Your Name]

6.2 Proof of payment must be emailed to: aciprojects@mweb.co.za