

PAIA MANUAL OF DYKES DU PLESSIS ROBERTSON ATTORNEYS ("DDR") IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 ("PAIA")

Version 1: March 2021
Version 2: March 2025
Version 3: July 2025

1. Introduction to DDR

- 1.1 DDR is a law firm and the services it renders focusses particularly on conveyancing.
- 1.2 Director Barné du Plessis and Deputy Brenda Croukamp have been duly appointed as the head information Officer and deputy information officer of DDR, respectively. The Information Officer / Deputy for DDR and are the persons to whom requests for access to information must be made in terms of PAIA and in terms of the Protection of Personal Information Act 4 of 2013 ("**POPIA**").

2. Contact details of DDR

- 2.1 Physical address: 15 Ontdekkers Road, Roodepoort, 1733, Johannesburg
- 2.2 Postal Address: P O Box 21755, Helderkruijn, 1733 / Docex 24 Roodepoort

3. Information Officer and Deputy Information Officer details:

- 3.1 Mr Barné Jacques Du Plessis (Director) with ID no. 831019 5164 08 7 (Information Officer)
- 3.2 Telephone: +27 11 664 8188
- 3.3 E-mail: barne@ddrinc.co.za
- 3.4 Ms Brenda Croukamp – Deputy Information Officer
- 3.5 Telephone: +27 11 664 8188
- 3.6 E-mail: brenda@ddrinc.co.za

4. Guide on how to use PAIA and POPIA - the PAIA Manual

- 4.1 The South African Human Rights Commission (SAHRC) compiled a guide on how to use PAIA ("**the Guide**"). As of 1 July 2021, the Information Regulator assumed the functions of the SAHRC. Consequently, the Information Regulator has in terms of section 10(1) of PAIA updated and made available the Guide compiled by the SAHRC, in a comprehensible form and manner as may be reasonably required by a person who wishes to exercise any right contemplated by PAIA and POPIA.
- 4.2 The Guide is available for inspection at the offices of the Information Regulator and on its

website (<https://infoeregulator.org.za/>). However, copies of the Guide (in English and Afrikaans languages) are also available for inspection at DDR 's Johannesburg office during normal working hours.

4.3 The Guide can also be obtained upon request to the Information Officer or the Deputy. Any queries regarding the Guide must be directed to the Information Regulator whose details are set out below.

5. Information Regulator contact details

5.1 Physical address: The Information Regulator

54 Maxwell Dr, Woodmead, Sandton, 2191

E-mail: enquiries@infoeregulator.org.za

Phone: 010 023 5200

Website: <https://infoeregulator.org.za/>

Email (complaints): PAIAComplaints.IR@justice.gov.za or helpdesk@infoeregulator.org.za

6. Records available without a person having to request access

Records made available by DDR without a person having to request access in terms of PAIA	<p>Publicly available information about DDR on DDR 's website which information includes: -</p> <ul style="list-style-type: none"> • DDR 's profile • areas of expertise • specialist profiles • newsletters • publications • press releases • DDR 's Terms of Business • brochures and marketing material • B-BBEE certificate. <p>Information contained on DDR website:</p> <ul style="list-style-type: none"> • Firm profile; • Areas of expertise; • Specialist profiles; • News and publications; • Careers; • Coverage.
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7. Records available in terms of other legislation

Records maintained by DDR in terms of other legislation include but are not limited to the list on the right	<ul style="list-style-type: none"> • Basic Conditions of Employment Act 75 of 1997; • Broad-Based Black Economic Empowerment Act 53 of 2003; • Compensation for Occupational Injuries and Diseases Act 130 of 1993; • Electronic Communications and Transactions Act 25 of 2002; • Employment Equity Act 55 of 1998; • Financial Intelligence Centre Act 38 of 2001; • Income Tax Act 58 of 1962; • Labour Relations Act 66 of 1995; • Legal Practice Act 28 of 2014; • Occupational Health and Safety Act 85 of 1993; • Pension Funds Act 24 of 1956; • Promotion of Access to Information Act 2 of 2000; • Protection of Personal Information Act 4 of 2013; • Skills Development Act 97 of 1998; • Unemployment Insurance Contributions Act 4 of 2002; • Unemployment Insurance Act 30 of 1996; • Value Added Tax Act 89 of 1991.
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8. Subjects and categories of information held by DDR

<p>The subjects and categories of records held by DDR are as follows:</p> <p><i>Note: This section of the Manual sets out the subject and categories of records held by DDR. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under PAIA. In particular, certain grounds of refusal set out in PAIA may be applicable to a request for such records.</i></p>	<p>Incorporation and constitutional documents of DDR</p> <ul style="list-style-type: none"> • Partnership agreement of DDR • List of the partners of DDR <p>Financial Records</p> <ul style="list-style-type: none"> • Accounting records, books and documents of DDR • Interim and annual financial reports of DDR • Details of auditors of DDR • Auditors' reports in respect of audits • Pension fund and the provident fund information and the actuaries that may be involved therewith • Invoices in respect of both creditors and debtors of DDR • Tax returns of DDR • Other documents and agreements relating to taxation. • Other financial records of DDR <p>Banking details of DDR</p> <ul style="list-style-type: none"> • Bankers information • Bank facilities and accounts details. • Bank statements. • Overdraft and other borrowings of DDR. • Other financial commitments of DDR. • Other banking records. <p>Human resources / employment records</p> <ul style="list-style-type: none"> • List of employees.
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	<ul style="list-style-type: none">• Contracts and/or documentation pertaining to arrangements with partners.• Contracts of employment with employees of DDR.• Personnel files in respect of each employee of DDR.• Disciplinary records and documentation pertaining to disciplinary proceedings.• Documents relating to employee benefits.• Compensation or redundancy payments.• Tax information of employees.• Employment equity plan of DDR.• Skills development programme of DDR.• Pension and/or provident fund agreement.• Training manuals and rosters.• Employee policies and procedures.• Other information relating to employees of DDR. <p>Intellectual Property</p> <ul style="list-style-type: none">• Trademarks, copyrights and designs held by DDR.• Records relating to domain names held by DDR.• Licences relating to intellectual property rights.• Other agreements relating to intellectual property rights. <p>Information of DDR clients</p> <ul style="list-style-type: none">• Agreements with clients of DDR.• Documentation and other information received from clients, including documentary information required in compliance with the Financial Intelligence Centre Act 38 of 2001.• Documentation and other information received from third parties.• Correspondence with clients.• Correspondence with third parties.• Research conducted on behalf of clients of DDR.• Information prepared by partners and employees of DDR for clients, including opinions, memoranda and reports.• Records pertaining to legal proceedings involving clients of DDR.• Other information relating to, or held on behalf of, clients of DDR <p>Know how information and other publications</p> <ul style="list-style-type: none">• Precedent agreements, opinions and litigation documents• Information circulars and notices• Publications & other information held <p>Insurance records</p> <ul style="list-style-type: none">• Insurance policies taken out for the benefit of DDR and its employees, including:<ul style="list-style-type: none">• group life assurance and disability income protection insurance;• insurance in respect of the property occupied by DDR;• insurance in respect of the movable property of DDR;• professional indemnity insurance in respect of DDR;
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	<ul style="list-style-type: none"> • fidelity insurance in respect of trust monies and client investment monies held by DDR; • third party insurance in respect of passengers in vehicles driven by DDR staff. <p>Immovable and movable property</p> <ul style="list-style-type: none"> • Agreements for the lease of immovable property of DDR • Agreements for the lease or sale of movable property by DDR. • Credit sale agreements and/or hire purchase agreements. • Other agreements for the purchase, ordinary sale, conditional sale or hire of assets. <p>Information technology</p> <ul style="list-style-type: none"> • Computer software, support and maintenance agreements. • Other documentation pertaining to computer systems and computer programmes held by DDR. <p>Miscellaneous</p> <ul style="list-style-type: none"> • Correspondence of DDR, including internal and external memoranda. • Loans from third parties (including banks). • Loans to third parties. • Suretyship agreements. • Security agreements, guarantees and indemnities. • Agency, management and distribution agreements. • Marketing agreements. • Agreements with suppliers of DDR. • Confidentiality and/or non-disclosure agreements. • Any other relevant agreements • Information relating to legal proceedings • Records relating to legal proceedings involving DDR.
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9. Processing of personal information in terms of POPIA

9.1 PI is defined very broadly as an identifiable, living, natural person's information and, where applicable, an identifiable, existing juristic person's information, including:

- 9.1.1 any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other assignment to the person;
- 9.1.2 the name of the person as it appears with other personal information relating to that person or if disclosure of the name itself would reveal information about the person;
- 9.1.3 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;
- 9.1.4 biometric information of the person;
- 9.1.5 the personal opinions, views, or preferences of the person;
- 9.1.6 the views or opinion of another individual about the person; information relating to the education or the medical, financial, criminal or employment

history of the person.

9.2 DDR processes personal information in accordance with its Privacy Policy, available on the DDR website. The Privacy Policy deals, *inter alia*, with the purpose of ensuring the confidentiality, integrity, and availability of information to be processed and the rights set of persons/entities (data subjects) regarding their personal information when dealing with DDR. Thus, POPIA and PAIA are 2 Acts which are closely interlinked.

10. The request procedure

- 10.1 A request for access to a record in terms of PAIA must substantially correspond with Form 2 of the Regulations of PAIA, available on our website. Form 3 (also available on our website, sets out the outcome of the request and fees payable).
- 10.2 The PAIA Forms can also be found on the Information Regulator's website:
<https://inforegulator.org.za/training/wp/paia-forms/>
- 10.3 Relating to the Promotion of Access to Information Act, 2011 (please refer to Annexe A, alternatively, access the request form on <https://inforegulator.org.za/paia-forms/>. The request must be made to the Information Officer. This request must be made to the address or e-mail address of the Information Officer or that of the Deputy.
- 10.4 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- 10.5 The requester must identify the right that he/she wishes to exercise or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right. It is also possible to request on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request.

11. Fees

- 11.1 Fees may be applicable in terms of the request, and the Information Officer must notify the requester by notice, requiring the requester to pay the relevant fee before further processing the request. (Kindly note a personal requester does not pay such fee). The requester may lodge an application to the court against the tender or payment of the request fee. The Information Officer will then decide on the request and notify the requester in the required form.
- 11.2 If the request is granted then a further access fee may be payable for the search, reproduction, preparation and for any time that had exceeded the prescribed hours to search and prepare the record for disclosure.
- 11.3 Prescribed fees and forms in respect of private bodies are set out the Regulations of PAIA or by finding same on the website link: <https://inforegulator.org.za/training/wp/paia-forms/>

12. Changes to this PAIA Manual

This Manual may be amended and updated from time to time, provided that if DDR does so, it will



Attorneys
DYKES, DU PLESSIS & ROBERTSON

ensure that such changes are carried out subject to and published in accordance with PAIA and POPIA, and the amended version will be placed on the DDR website and be easily accessible.