

Rufaro Realty Promotion of Access to Information Act (PAIA) Manual

Introduction:

Welcome to Rufaro Realty's Promotion of Access to Information Act (PAIA) manual. This manual is designed to provide guidance on how to access information held by our company in compliance with the provisions of the Promotion of Access to Information Act 2 of 2000 (PAIA).

Company Details:

Company Name: Rufaro Realty

Registered Address: 22 Clearview Crescent, Beacon Bay, East London, Eastern Cape South Africa

Contact Details: Phone +27658734434, rufaro@rufarorealty.co.za

PAIA Information Officer: Rufaro Manyumwa

Designated Information Officer Contact Details: Phone +27658734434, rufaro@rufarorealty.co.za

Purpose:

This PAIA manual serves as a guide for individuals seeking access to information held by Rufaro Realty in accordance with the PAIA.

Access to Information:

Members of the public have the right to request access to records held by Rufaro Realty in terms of the PAIA. Requests for access to information can be made in writing to the Information Officer using the prescribed form (Form C) provided in Annexure A of this manual.

Categories of Records:

Rufaro Realty maintains various categories of records, including but not limited to:

1. Financial records
2. Human resources records
3. Operational records
4. Legal records
5. Corporate governance records

Procedure for Accessing Information:

To request access to information, follow these steps:

1. Complete Form C (provided in Annexure A) or Submit a written request containing the following information:
 - Full name and contact details of the requester

- Sufficient details to identify the records requested
 - Preferred method of access (e.g., inspection or copies)
2. Submit the written request to the Information Officer via email or post.
 3. The Information Officer will acknowledge receipt of the request within the prescribed timeframe of 30 calendar days from day request is received
 4. Rufaro Realty will process the request and provide access to the requested information within the statutory timeframe, subject to any applicable exemptions.

Fees:

A prescribed fee may be payable for access to certain records as provided for in the PAIA. The requester will be informed of any applicable fees upon receipt of the request.

Review of Decisions:

If a requester is dissatisfied with a decision made by Rufaro Realty regarding their request for information, they may lodge an internal appeal within 30 days of receiving the decision. Alternatively, they may seek relief from the Information Regulator in accordance with the provisions of the PAIA.

Annexure A: Form C – Request for Access to Record of Private Body

Contact Information:

For further inquiries or assistance regarding access to information, please contact:

Rufaro Manyumwa

Principal

Rufaro Realty

+27658734434

rufaro@rufarorealty.co.za

Disclaimer:

This PAIA manual is intended to provide guidance on accessing information held by Rufaro Realty. It does not constitute legal advice, and Rufaro Realty reserves the right to update or amend this manual as required by law.

Date of Last Review:

25 March 2024

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> person.
--

Full names and surname:

Identity number:

D. Particulars of record

- | | |
|-----|--|
| (a) | Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. |
| (b) | If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios. |

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

E. Fees

- | | |
|-----|--|
| (a) | A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid. |
| (b) | You will be <i>notified of</i> the amount required to be paid as the request fee. |
| (c) | The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record. |
| (d) | If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption. |

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access for 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:				
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)				
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"	<input type="checkbox"/> transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:				
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document	
4. If record is held on computer or in an electronic or machine-readable form:				
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"	<input type="checkbox"/> copy in computer readable form* (stiffy or compact disc)
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES NO

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 the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed 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?

Signed at..... This..... day of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE