



INFORMATION MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 IN RESPECT OF AFHCO HOLDINGS PROPRIETY LIMITED (REGISTRATION NUMBER: 1998/017120/07) AND ITS SUBSIDIARIES (“AFHCO”)

1. INTRODUCTION

Afhco is the leading property company in Johannesburg Inner-City and surrounding areas. Afhco is a subsidiary of SA Corporate Real Estate (“SA Corporate”).

Afhco recognises everyone’s right of access to information and is committed to provide access to relevant records where the proper substantive and procedural requirements have been met as set out in the *Promotion of Access to Information Act, 2000 (PAIA)*.

The purpose of this manual is to inform the public about the process for requesting records of Afhco, explaining what information is available and how to access it. This manual serves as a guide to facilitate the exercise of the right to access information.

2. AFHCO’S CONTACT DETAILS

Name:	Afhco Holdings (Pty) Ltd
Managing Director	K van den Heever
Directors:	TR Mackey, SY Moodley, K van den Heever
Company Secretary:	J Grové
Physical Address:	AFHCO Corner, 1st Floor, 64 Siemert Road, New Doornfontein, Johannesburg, 2094
Postal address:	PO Box 10568, Johannesburg, 2000
Tel:	+27 11 224 2400
E-mail:	info@afhco.co.za
Website:	www.afhco.co.za
Information Officer:	J Grové
E-mail:	jgrove@sacorp.co.za
Tel:	010 020 2530

3. THE PROMOTION OF ACCESS TO INFORMATION ACT

PAIA, which gives effect to section 32 of the Constitution, provides that everyone has a right to request access to records of a private body, if the record is required for the exercise or protection of any rights.

Requests in terms of PAIA must be made in accordance with the prescribed procedures and may be

charged at the rates provided in terms of the *Regulations Relating to the Promotion of Access to Information, 2021 (PAIA Regulations)*. The prescribed tariffs and form are provided for in Annexures 1 and 2 to this manual.

For additional guidance, requesters are referred to the Guide in terms of Section 10 of PAIA which contains relevant information as may reasonably be required by a person who wishes to exercise rights contemplated in PAIA. The Guide is available in each of the official languages and available on the Information Regulator's website, accessible at: <https://inforegulator.org.za/paia-guidelines/>.

The contact details of the Commission are:

Address: Woodmead North Office Park, 54 Maxwell Drive,
Woodmead, Johannesburg, 2191.

Tel: 010 023 5200 or 0800 017 160

Email: enquiries@inforegulator.org.za

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

4. PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (POPIA)

POPIA regulates and controls the processing, including the collection, use, and transfer of a person's personal information. In terms of POPIA, Afhco (as the Responsible Party) has a legal duty to collect, use, transfer and destroy (process) another person's (Data Subject) personal information (Personal Information) in a lawful, legitimate and responsible manner and in accordance with the conditions for lawful processing as set out under POPIA.

Description of the categories of data subjects and the information and categories of information

Afhco processes the following categories of Data Subjects and their related categories of Personal Information:

- Current and former service providers and vendors (names, addresses, contact numbers, Identity or registration numbers, banking details, credit history and race);
- Current and former employees, staff and contractors of Afhco (names, addresses, contact details, employment history, copies of identity documents, references, provident fund, medical aid and beneficiary information and academic qualifications; banking details, race, employee leave records, employee qualifications);
- Tenants and clients (names, addresses, contact details, identity or registration numbers, banking details, credit history);
- Investors (names, addresses, contact details, identity or registration numbers, banking details, credit history and race);
- Job applicants and prospective employees of Afhco (names, addresses, contact details, employment history, qualification, references, academic qualifications; race); and
- Visitors to Afhco's offices premises or website (name, contact details, identity or registration numbers).

Reasons why Afhco Processes Personal Information

Afhco processes Personal Information relates to Data Subjects as more fully described in our Privacy Policy, available on our website and accessible here: [Privacy Policy - Afhco](#)

This processing is required by Afhco to allow it to perform the following:

- to pursue its business objectives and strategies;

- to comply with its legal and regulatory obligations;
- to communicate and provide information to investors;
- to carry out actions necessary for the conclusion and performance of a contract between Afhco and Data Subjects;
- to fulfil obligations to tenants, clients and vendors;
- to put in place mechanisms to protect the Data Subject's and/or Afhco's legitimate interests including the performance of risk assessments and risk profiles;
- to obtain or provide, as required or permitted by law, Personal Information from a credit bureau or credit provider or credit association information about certain Data Subject's credit record, including personal information about any judgement or default history;
- for the purpose of making contact with the Data Subject and attending to the Data Subject's enquiries and requests;
- for the purpose of providing the Data Subject, where required, with information pertaining to Afhco, their officers, employees, services and goods and other ad hoc business-related information;
- to pursue Afhco's legitimate interests, or that of a third party to whom the Personal Information is supplied;
- for the purposes of providing, maintaining, and improving Afhco's products and services, and to monitor and analyse various usage and activity trends pertaining thereto;
- for the purposes of marketing and advertising;
- for historical record keeping and statistics necessary to fulfil Afhco's business objectives;
- for the purposes of performing internal operations, including the recruitment and selection of employees, management of employees, employee wellness programs, the performance of human resources functions, customer services and enquiries, attending to financial matters including budgeting, planning, invoicing, facilitating and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested or required; and
- for the purpose of preventing fraud and abuse of Afhco's processes, systems, procedures and operations, including conducting internal and external investigations and disciplinary enquiries and hearings.

Recipients or categories of recipients of Personal Information to whom Afhco may disclose

Afhco may disclose a Data Subject's Personal Information to other parties, including:

- organs of state;
- internal personnel / staff, departments and affiliates within the SA Corporate group;
- product or third-party service providers, including financiers and credit providers, security service providers, auditors and payroll administrators;
- financial institutions from whom payments are received on behalf of Data Subjects;
- credit bureaux;

- regulators and governmental authorities;
- legal advisors;
- agents, brokers and potential clients; and
- service providers and/or agents.

Planned cross-border flows of Personal Information

Where Personal Information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject's Personal Information will only be transferred to a foreign recipient that is subject to substantially similar data privacy laws, where the recipient of the Personal Information is bound contractually to substantially similar obligations than those imposed by POPIA, or if there is another basis to effect the transfer in terms of section 72 of POPIA.

General description of information security measures

Afhco has established and maintains appropriate, reasonable technical and organizational measures to ensure the integrity of Personal Information in its care and control, and to ensure that such Personal Information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements of POPIA.

This may include measures such as firewalls, virus protection, appropriate access controls, internal reviews of our practices and implementation of our information security measures.

5. APPLICABLE LEGISLATION

Legislation that is applicable to Afhco includes (without limitation) the following:

- Basic Conditions of Employment Act, 75 of 1997;
- Broad-Based Black Economic Empowerment Act, 53 of 2003,
- Companies Act, 71 of 2008;
- Compensation for Occupational Injuries and Disease Act, 130 of 1993;
- Competition Act, 89 of 1998;
- Consumer Protection Act, 2008;
- Copyright Act, 98 of 1978;
- Electronic Communications and Transactions Act, 25 of 2002;
- Employment Equity Act, 55 of 1998;
- Estate Agency Affairs Act, 112 of 1976 (to be replaced by the Property Practitioners Act);
- Financial Intelligence Centre Act, 38 of 2001;
- Income Tax Act, 95 of 1967;
- Labour Relations Act, 66 of 1995;
- Leases of Land Act, 18 of 1969;
- National Credit Act, 34 of 2005;
- Occupational Health and Safety Act, 85 of 1993;
- Pension Funds Act, 24 of 1956;
- Prevention of Illegal Eviction Act, 19 of 1998;
- Promotion of Access to Information Act, 2 of 2000;
- Protection of Personal Information Act, 4 of 2013.
- Rental Housing Act, 50 of 1999; Skills Development Act, 97 of 1998;
- Sectional Titles Schemes Management Act, 8 of 2011;
- Trademarks Act, 194 of 1993;
- Unemployment Insurance Act, 63 of 2001; and
- Value Added Tax Act, 89 of 1991;

6. RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO THE PUBLIC

The following records are automatically available to any person requesting this information and it is therefore not necessary to apply for access thereto in terms of PAIA:

- The SA Corporate Group's (incl. Afhco) Integrated Annual Reports suite, interim and annual financial statements, interim and annual results, related presentations published by SA Corporate and/or Afhco, SA Corporate SENS announcements, media releases;
- All other information freely available on Afhco's website: www.afhco.co.za or on the website of SA Corporate: www.sacorporatefund.co.za

Requests for the above-mentioned records may be sent to the email address provided under paragraph 2 (Afhco's Contact Details) and copies are available for a fee as prescribed.

7. RECORDS HELD BY AFHCO THAT ARE AVAILABLE ON REQUEST

In terms of various regulatory and operational requirements of Afhco, various records of Afhco **are not automatically available** and any request for access to such information will be assessed in accordance with Afhco's internal policies and legislative requirements. These records include, but are not limited to, the following:

Companies Act Records

- Memorandum of Incorporation, Charters, Terms of Reference, Company Rules;
- Minutes of meetings of the Board of Directors and Committees of the Board;
- Minutes of meetings of shareholders;
- Records relating to the appointment of:
 - directors.
 - auditors.
 - secretary.
 - public officer.
 - Any other Officer.
- Share register and other statutory registers and/or records and/or documents;
- Statutory returns.

Income Tax Records

- PAYE Records;
- Regional Services Levies;
- Skills Development Levies;
- Unemployment Insurance Fund;
- Workmen's Compensation;
- Value Added Tax;
- Documents issued to employees for income tax purposes;
- Records of payments made to the South African Revenue Services;
- All or any statutory compliances.

Labour Relations / Employment-related Records

- Employment Contracts.
- Employment applications and recruitment records.
- Employee Records.
- Medical Aid Records.
- Pension Fund Records.
- Employment Equity Plan.
- Medical Aid Records.
- Disciplinary Records.
- Disciplinary Procedures.

- Organisational charts.
- Salary Records.
- Leave Records.
- Training Manuals and Records.
- Internal Telephone Lists.
- Correspondence.
- Internal evaluation and performance management records.
- Skills Development Plan.

Financial Information

- Financial statements.
- Asset register.
- Management accounts and reports.
- Cash books and accounting ledgers.
- Banking records and statements.
- Information generated in relation to service providers.

Marketing and consumer affairs

- Market information.
- Advertisements and promotions.
- Marketing strategies.
- Social media information.
- Customer database.
- Agreements with customers.
- Brochures.
- Property sales or rental records.

Vendor and third-party records

- Product and services supplier information.
- Third-party service provider details, related agreements and correspondence.
- Non-disclosure agreements

8. PROCEDURE FOR REQUEST FOR ACCESS (SECTIONS 53 TO 57 AND 60 OF PAIA)

- 8.1 To make a request for access to a record of Afhco, kindly complete and submit the prescribed form in **Annexure 2** of this manual and submit it to our Information Officer as stipulated in paragraph 2 above.
- 8.2 It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. The requester must comply with all the procedural requirements as set out in PAIA relating to the request for access to a record and demonstrate why the records are required for the exercise or protection of any rights.
- 8.3 Completion of the prescribed form in Annexure 2 must contain sufficient particularity to enable the Information Officer to identify:
- the records requested;
 - the identity of the requester;
 - which form of access is required; and
 - the postal address, fax number or email address of the requester.
- 8.4 The requester must identify the right that the requester is seeking to protect or exercise. The requester must provide an explanation of why the requested record is required for the exercise or protection of any right.

- 8.5 If in addition to a written reply, the requester must indicate if the requester wishes to be informed of the decision in respect of the request in any other manner i.e. by email, hard copy etc.
- 8.6 If the request is made on behalf of another person, then the requester must submit proof of the capacity in terms of which the requester is making the request, to the reasonable satisfaction of the Information Officer.
- 8.7 Should an individual be unable to complete the prescribed form because of illiteracy, disability or any other reason, such individual must submit such request orally to the Information Officer.
- 8.8 The requester must pay the prescribed fee (if applicable) before Afhco may process the request. The prescribed fees are detailed in **Annexure 1**.

9. NOTIFICATION

- 9.1 Afhco will inform the requester within 30 (thirty) days after receipt of the request of its decision whether to grant access to the records requested.
- 9.2 The 30 (thirty) day period may be extended with a further period of not more than 30 (thirty) days if the request is for a large number of records or requires Afhco to search through a large volume of records or the records are not kept at the offices of Afhco.
- 9.3 Afhco will notify the requester in writing should an extension be sought.
- 9.4 If a record requested cannot be found, or does not exist, Afhco will, by means of an affidavit notify the requester thereof.

10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4 OF PAIA)

- 10.1 Subject to Sections 7 and 70 of the Act, the main grounds for Afhco to refuse a request for information as contemplated in PAIA relates to the following:
- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
 - Mandatory protection of commercial information of a third party as defined by PAIA, if the record contains:-
 - trade secrets of that third party;
 - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - information disclosed in confidence by a third party to Afhco, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - Mandatory protection of confidential information if the disclosure would constitute a breach of a duty or confidence to a third party in terms of any agreement;
 - Mandatory protection of the safety of individuals and the protection of safety of property;
 - Mandatory protection of records which would be regarded as privileged in legal proceedings, unless the person so entitled to privilege waives the privilege;
 - The protection of the commercial activities of Afhco, which includes:-
 - trade secrets of Afhco;
 - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Afhco;

- and
- information which if disclosed could put Afhco at a disadvantage in negotiations or commercial competition;
- a computer program which is owned by Afhco, and which is protected by copyright; and
- the research information of Afhco or a third party on behalf of Afhco, if the disclosure would expose the third party, Afhco or the researcher of the subject matter of the research to serious disadvantage.

11. THE OUTCOME OF THE REQUEST

- 11.1 If the request for access is granted, Afhco will provide the requester with notice stating that the access fee (if any) to be paid upon access in terms of Annexure 2, the form in which the access will be given and that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure for lodging the application.
- 11.2 If the request for access is refused, the notice must state adequate reasons for the refusal, including the provisions of PAIA relied on and it must state that the requester may lodge an application with a court against the refusal for the request, and the procedure (including the period) for lodging the application.

12. REMEDIES AVAILABLE ON REFUSAL OF A REQUEST FOR INFORMATION

- 12.1 Afhco does not have an internal appeal procedure and as such, the decision made by the Information Officer is final, subject to further recourse available in law.
- 12.2 If your request is denied, you are entitled to apply to a court with the appropriate jurisdiction for relief.

ENCLOSURE:

- Annexure 1 – prescribed fees payable
- Annexure 2 – prescribed form

Prescribed Fees

Item	Description	Amount
	The request fee payable by every requester	R140.00
	Photocopy / printed black & white copy of A4-size page	R2.00 per page or part thereof
	Printed copy of A4-size page	R2.00 per page or part thereof
	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • Flash drive (to be provided by requestor) • Compact disc – ○ If provided by the requestor ○ If provided to the requestor 	R40.00 R40.00 R60.00
	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation from the service provider
	Copy of visual images	
	Transcription of an audio record, per A4-size page	R24.00
	Copy of an audio record on: <ul style="list-style-type: none"> • Flash drive (to be provided by requestor) • Compact disc – ○ If provided by the requestor ○ If provided to the requestor 	R40.00 R40.00 R60.00
	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
	To not exceed the total cost of	R435.00
	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 2 – 8
	Postage, e-mail or any other electronic transfer	Actual expense, if any

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer	
(Address)	
Email address:	

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is			

made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

TYPE OF RECORD (Mark the applicable box with an "X")	
Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	<input type="checkbox"/>
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	<input type="checkbox"/>
Transcription of soundtrack (<i>written or printed document</i>)	<input type="checkbox"/>
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	<input type="checkbox"/>
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	<input type="checkbox"/>
Copy of record saved on cloud storage server	<input type="checkbox"/>
MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	<input type="checkbox"/>
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>

Facsimile of information in written or printed format (including transcriptions)	<input type="checkbox"/>
E-mail of information (including soundtracks if possible)	<input type="checkbox"/>
Cloud share/file transfer	<input type="checkbox"/>
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	<input type="checkbox"/>
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right	
FEES	
<p>a A request fee must be paid before the request will be considered.</p> <p>b You will be notified of the amount of the access fee to be paid.</p> <p>c The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>d If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:		
Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR AFHCO USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer