



AMMIE ROETS INC.
ATTORNEYS, NOTARIES & CONVEYANCERS

PAIA MANUAL

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

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1. List of acronyms and abbreviations

- 1.1** “**DIO**” Deputy Information Officer
- 1.2** “**IO**” Information Office
- 1.3** “**Minister**” Minister of Justice and Correctional Services
- 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
- 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 and Deputy 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 description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8** Know the recipients or categories of recipients to whom the personal information may be supplied;

- 2.9** 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
- 2.10** 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. Introduction

Ammie Roets Incorporated, Attorneys, Notaries & Conveyancers is a small Law Firm and we deliver legal services, including conveyancing and notarial services. PAIA requires the Information Officer of a private body to compile a manual that contains information on the records it holds ([Section 51\(1\)*](#)). A 'private body' means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. We are a private body.

4. Our details

Our organisation's and Information Officer's details are on our website (www.arilaw.co.za) or available on request. Our Information Officer is Ammerentia Roets. To contact the Information Officer, you can email for support: info@arilaw.co.za

5. Further guidance from the Information Regulator

For further guidance, contact the Information Regulator. They have compiled a [PAIA guide](#) in each official language of South Africa on how to exercise your rights under PAIA.

Visit their website	www.inforegulator.org.za
Postal address	P.O Box 3153, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Phone number	010 023 5200
Ask a general enquiry by email	enquiries@inforegulator.org.za
Lodge a complaint by email	PAIAComplaints@inforegulator.org.za

6. Records which we make automatically available

We make some records automatically available to you without you needing to request access to them ([Section 52](#)).

Type of record	How you can access it
Memorandum of incorporation (MOI)	BizPortal
Directors' Names	BizPortal

Documents of Incorporation
Banking details
External newsletters and circulars
Information on our website

[BizPortal](#)
Request by email
Subscribing or on our website
Visit our website

7. Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them:

- Establishment records
- Business records
- Financial records
- Insurance records
- Tax records
- Personal records
- Agreements or contracts
- Regulatory documents
- Customer and supplier information

8. Records we hold to comply with the law

We hold records that all organisations are [required by law to hold](#) We also hold records that the law specifically requires organisations like ours to retain, such as the Legal Practice Act 28 of 2014. Please ask our information officer for details.

9. How you can request access

We have appointed our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record, please complete [Form 2](#).

Please submit the completed form (together with the relevant request fee we explain below) to our information officer's email address, our physical address, by using the details we provide. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access you require,
- specifies your email address, postal address, or fax number,
- describes the right that you seek to exercise or protect,
- explains why you need the requested record to exercise or protect that right,
- provides any other way you would like to be informed of our decision other than in writing, and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form, we may:

- reject the request due to lack of procedural compliance,
- refuse it if you do not provide sufficient information, or
- delay it.

10. How we will give you access under this Access to Information Manual

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

11. How much it will cost you

Request fees

When submitting your request, you must pay us a ***request fee link*** as the law prescribes. You must pay us the prescribed fees before we give you access. You will receive a notice from our information officer upon your request ([Section 54\(1\)](#)), setting out the application procedure ([Section 54\(3\)\(c\)](#)).

Access fees

If we grant the request, you will have to pay us a further ***access fee link*** the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one-third of the prescribed access fee ([Section 54\(2\)](#)). The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

12. Grounds for us to refuse access

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy ([Section 63](#)),
- another company's commercial information ([Section 64](#)),
- someone else's confidential information ([Section 65](#)),
- research information ([Section 68](#)),
- the safety of individuals and property ([Section 66](#)), or
- records privileged from production in legal proceedings ([Section 67](#)).

Our decision on giving you access

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

13. Remedies available if we refuse to give you access

If we deny your request for access, you may:

- apply to a court ([Section 78](#)) with appropriate jurisdiction, or
- complain to the Information Regulator,

for the necessary relief within 180 calendar days of us notifying you of our decision.

14. How we process and protect personal information

We process the personal information of various categories of people for various purposes. Please refer to our website for our **Privacy Policy*link** or ask our information officer for a copy.

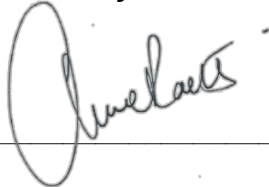
15. Availability of this Access to Information Manual

This manual is available in English in electronic format on our website and in physical format at the reception of our company offices.

16. Updates to this Access to Information Manual

We will update this Access to Information Manual whenever we make material changes to it.

Issued by



Ammerentia Roets
Director