

**THE LA LUCIA RIDGE OFFICE ESTATE MANAGEMENT
ASSOCIATION NPC**

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATON ACT NO 2 OF 2000**

Manual prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended).

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1 Introduction

The Promotion of Access to Information Act (the “Act”) was promulgated in 2001. The aim of this Manual is to assist potential requestors in requesting access to information to which they may be entitled.

2 Contact details

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3 The official PAIA guide

In accordance with Section 10 of the Act, the South African Human Rights Commission (“SAHRC”) has published a guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. This is available at www.sahrc.org.za in all official languages.

Enquiries regarding the guide can be addressed to the SAHRC:

Postal address:	South African Human Rights Commission Promotion of Access to Information Act Unit Research and Documentation Department Private Bag X2700 Houghton, 2041
Telephone:	+27 11 8873645
Website:	www.sahrc.org.za
Email:	paia@sahrc.org.za

4 Information freely available

Certain information is freely available for inspection without the need to request access to this information in terms of the Act. This includes all information provided on the website.

5 Records available in terms of other legislation

Information is available in terms of the following legislation, if and where applicable. This is not an exhaustive list.

Basic Conditions of Employment Act, No. 66 of 1965

Companies Act No. 71 of 2008 and Applicable Regulations

Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993

Community Scheme Ombud Service Act 9 of 2011

Consumer Protection Act 68 of 2008

Electronic Communications and Transaction Act No. 25 of 2002

Employment Equity Act No. 55 of 1998

Financial Intelligence Centre Act No. 38 of 2001

Income Tax Act No. 95 of 1967

Labour Relations Act No., 66 of 1995

Nonprofit Organisations Act No. 71 of 1997

Occupational Health and Safety Act No. 85 of 1993

Promotion to Access to Information Act No. 2 of 2000

Protection of Personal Information Act No. 4 of 2013

Skills Development Act No. 97 of 1998

Skills Development Levies Act No. 9 of 1999

Unemployment Insurance Act No. 63 of 2001

Unemployment Insurance Contributions Act No. 4 of 2002

Value Added Tax Act No. 89 of 1991

6. Subjects and categories of records held

General information about The La Lucia Ridge Office Estate Management Association NPC can be accessed via the internet on www.llroe.co.za

The La Lucia Ridge Office Estate Management Association NPC is a Non-Profit Company that administers all aspect the public environment of the La Lucia Ridge Office Estate.

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are listed below. A requester is not automatically allowed access to these records and access may be refused in accordance with Sections 62 to 69 of the Act.

- 6.1 Companies Act records
 - Documents of Incorporation
 - Memorandum of Incorporation
 - Minutes of meetings of the Board of Directors
 - Minutes of Annual General Meetings
 - Proxy forms
 - Special Resolutions/Resolutions passed at General Meetings
 - Contracts and Agreements
 - Annual Financial Statements
 - Statutory registers and records

- 6.2 Financial records
 - Accounting records
 - Annual Financial Statements
 - Asset Registers
 - Banking Records
 - Debtor / Creditor statements and invoices
 - Electronic accounting records
 - General ledgers and subsidiary ledgers
 - General reconciliations
 - Investment Records
 - Policies and procedures
 - Rental Agreements
 - Taxation records

- 6.3 Income tax records
 - PAYE Records
 - Documents issued to employees for income tax purposes
 - Records of payments made to SARS on behalf of employees
 - All other statutory compliances
 - VAT
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

- 6.4 Member records
 - Member data bases (consisting of personal details)
 - Member records
 - Building plans

- 6.5 Operational documents and records
 - Operating procedure manuals
 - Contracts and Service Level Agreements
 - Address and telephone lists
 - Company policies

- Commercial contracts
- Employment contracts
- EE reports
- Skills development reports
- Software licensing
- Supplier Agreements

6.6 Personnel documents and records

- Employee records
- Personal information relating to past, present and prospective employees and directors
- Insurance policies
- Rules and regulations relating to the pension fund and/or provident fund
- Business plans, systems and procedures
- Leave Records
- Payroll report
- Salary records

7 Processing of personal information

The purpose of processing of personal information is to confirm and verify identity for security purposes and to carry out our obligations arising from any contracted entered into by Umhlanga Ridge Town Centre Management Association.

8 Data subjects categories and their personal information

Members: record of personal information as maintained by the Association
 Employees: record of employee life cycle
 Suppliers: record of supplier life cycle

9 Trans-Border Flows of information

Flows to online data backup service providers with rules in place to ensure adequate levels of protection.

10 General security measures

The following measures are in place:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access controls
- Security setup of hardware and software

- Outsourced service providers are contracted to implement security controls.
- Policies
- Training
- Audits

11 Request for records

11.1 A request for access to a record must be made in the prescribed form, Form 2, (attached to this manual) and submitted together with the prescribed fee to the designated head set out in clause 2.

11.2 The requester must:

11.2.1 provide sufficient particulars to identify the record or records requested and the requester;

11.2.2 indicate which form of access is required, if granted;

11.2.3 provide the requester's full name, address, telephone number and email address;

11.2.4 identify the right the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right;

11.2.5 if, in addition to a written reply, the requester wishes to be informed of the decision of the request in any other manner, to state that manner and the necessary particulars to be so informed; and

11.2.6 if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request.

12 Prescribed fees

You are not required to pay a fee when you seek access to a record containing personal information about yourself. Where you are not seeking access to personal information you are required to pay the prescribed request fee before processing of the request. If the request is granted, then further access fees must be paid. The prescribed fees are as follows:

Item	Description	Amount
1	The request fee payable by every requester	R140.00
2	Photocopy/printed black and white A4 page	R2.00 or part thereof
3	Printed copy of A4 page	R2.00 or part thereof

4	For a copy in a computer-readable form on: Flash drive (to be provided by the requestor) Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
5	For transcription of a visual images per A4 page	Service to be outsourced.
6	Copy of visual images	Will depend on quotation from Service Provider
7	Transcription of an audio record, per A4 page	R24.00
8	Copy of audio record on: Flash drive (to be provided by the requestor) Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
9	To search for and prepare the record for disclosure for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R145.00 R435.00
10	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8
11	Postage, e-mail or any other electronic transfer	Actual expense, if any

13 Availability of Manual

This Manual is available for inspection at the offices of La Lucia Ridge Office Estate Management Association NPC and is also posted on the website.

Copies may also be requested from the South African Human Rights Commission.

This manual was last update on: 25 September 2025