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PAIA MANUAL FOR AND IN RESPECT OF THE FOLLOWING COMPANIES:

PAM GOLDING PROPERTIES (PTY) LTD

PAM GOLDING FRANCHISE SERVICES (PTY) LTD

EAZIDOTCOM HOLDING COMPANY (PTY) LTD

PAM GOLDING PROPERTIES AFRICA (PTY) LTD

and their subsidiaries

("**PG Group Entities**")

(**Each a Private Body**)

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000, AND TO ADDRESS THE REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, NO. 4 OF 2013, IN RESPECT OF THE PG GROUP ENTITIES

("**Manual**")

Version	Policy Owner	Date
3	PGP	9 September 2026

Pam Golding Properties (Pty) Ltd. Registered with the PPRA. Holder of a Business Property Practitioner FFC. Operating a Trust Account.
Reg No: 2004/032256/07 VAT No: 4350217412
Chief Executive: Dr AM Golding* Directors: RE Day*, Dr AM Golding*, N Marshall*
*Holder of a Principal FFC

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1 PREAMBLE

1.1 The Promotion of Access to Information Act, No. 2 of 2000 ("**PAIA**"), came into operation on 9 March 2001.

1.2 PAIA seeks, among other things, to give effect to the constitutional right of access to any information held by the State, or by any other person, where such information is required for the exercise or protection of any right, and gives natural and juristic persons the right of access to records held by either a Private Body or Public Body, subject to certain limitations, in order to enable them to exercise or protect their rights.

1.3 Where a request is made in terms of PAIA to a Private Body, that Private Body must disclose the information if the Requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.

1.4 Section 51 of PAIA obliges a Private Body to compile a manual, to enable a person to obtain access to information held by such Private Body and stipulates the minimum requirements that the manual has to comply with.

1.5 The Protection of Personal Information Act, No. 4 of 2013 ("**POPIA**") promotes the protection of Personal Information processed by a Private Body or Public Body, including certain conditions so as to establish minimum requirements for the Processing of Personal Information.

1.6 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information, by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, the issuing of codes of conduct, and the rights of persons regarding unsolicited electronic communications and automated decision making, to regulate the flow of Personal Information and to provide for matters concerned therewith.

2 INTRODUCTION

2.1 This Manual has been prepared in accordance with section 51 of PAIA, as amended.

2.2 This Manual serves as the PG Group Entity's information manual and provides reference to the records held by the PG Group Entity, as well as the Personal Information Processed by the PG Group Entity from time to time.

2.3 This Manual replaces all previous manuals compiled and published prior hereto in respect of the PG Group Entity.

2.4 This Manual will be updated from time to time, and as soon as this Manual is updated, the latest version of the Manual will be published and distributed in accordance with PAIA (*see section 51(2) of PAIA*).

2.5 A Requester is invited to contact the Information Officer or Deputy Information Officer should the Requester require any assistance in respect of the use or content of this Manual.

2.6 The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA.

3 OBJECTIVES OF THIS MANUAL

3.1 The objectives of this Manual are:

3.1.1 ensure that the PG Group Entity complies with PAIA by giving the effect to the right to information;

3.1.2 set out the procedural requirements attached to requests for records in terms of PAIA, the requirements which requests must meet, as well as the grounds for refusing requests;

3.1.3 provide a non-exhaustive list of Personal Information, records, and other details held or collected by the PG Group Entity; and

3.1.4 record the conditions and terms for Processing Personal Information.

4 DEFINITIONS

4.1 The following words or expressions will bear the following meanings in this Manual:

4.1.1 "**Consent / Consents**" means a voluntary, specific and informed expression of will in terms of which a Data Subject agrees to the processing of Personal Information relating to him or her or it;

4.1.2 "**Data Subject**" means the natural or juristic person to whom Personal Information relates;

4.1.3 "**Deputy Information Officer**" means any or all of the PG Group Entity's designated deputy information officers;

4.1.4 "**Information Officer**" means the PG Group Entity's designated information officer;

4.1.5 "**Information Regulator**" means the information regulator established in terms of section 39 of POPIA;

4.1.6 "**Manual**" means this manual prepared in accordance with section 51 of PAIA, and to address the requirements of POPIA, together with all annexures thereto;

4.1.7 "**PAIA**" means the Promotion of Access to Information Act, No. 2 of 2000, as amended from time to time, together with any regulations published thereunder;

4.1.8 "**Personal Information**" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person including, but not limited to:

4.1.8.1 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;

4.1.8.2 information relating to the education or the medical, financial, criminal or employment history of the person;

4.1.8.3 any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

4.1.8.4 the blood type or any other biometric information of the person;

4.1.8.5 the personal opinions, views, or preferences of the person;

4.1.8.6 correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

4.1.8.7 the views or opinions of another individual about the person; and

4.1.8.8 the name of the person, if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person,

which may include Special Personal Information;

4.1.9 "**PG Group Entity**" means the entities specific on the cover page of this Manual (including such entities' subsidiaries);

4.1.10 "**POPIA**" means the Protection of Personal Information Act, No. 4 of 2013, as amended from time to time, together with any regulations published thereunder;

4.1.11 "**Private Body**" means:

4.1.11.1 a natural person who carries or has carried on any trade, business or profession, but only in such capacity;

4.1.11.2 a partnership which carries or has carried on any trade, business or profession;

4.1.11.3 any former or existing juristic person; or

4.1.11.4 a political party,

but excludes a Public Body;

4.1.12 "**Process / Processed / Processing**" means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:

4.1.12.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;

4.1.12.2 dissemination by means of transmission, distribution or making available in any other form; or

4.1.12.3 merging, linking, as well as blocking, degradation, erasure or destruction of information;

4.1.13 "**Public Body**" means:

4.1.13.1 any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or

4.1.13.2 any other functionary or institution when:

4.1.13.2.1 exercising a power or performing a duty in terms of the Constitution of the Republic of South Africa, 1996, or in terms of a provincial constitution; or

4.1.13.2.2 exercising a public power or performing a public function in terms of any legislation;

4.1.14 "**Requester**" means any person or entity or a person acting on behalf of such a person, requesting access to a record that is under the control of the PG Group Entity; and

4.1.15 "**Special Personal Information**" means personal information as referred to in section 26 of POPIA.

5 SCOPE OF THE MANUAL

5.1 This Manual has been prepared in respect of and applies to the PG Group Entity.

5.2 The PG Group Entity conducts an extensive franchise operation throughout South Africa, and while these franchisees would be part of the PG Group Entity, this Manual does not apply to such franchisees (who are separate legal entities not owned or controlled by any PG Group Entity).

5.3 To the extent that information is requested in accordance with PAIA and POPIA, and such information is held by such franchisees, such a request for information must be directed to that franchise (and not the PG Group Entity, in terms of this Manual).

5.4 This Manual also does not apply to any entity that may be associated with the PG Group Entity or the PG Group Entity's shareholders, save as expressly confirmed and published in writing by the Information Officer.

6 HOW TO USE PAIA TO ACCESS INFORMATION

(*Information provided in terms of section 51(1) of PAIA*)

6.1 PAIA grants a Requester access to records of a Private Body, if the information is required for the exercise or protection of a legitimate right.

6.2 The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance.

6.3 If a Public Body lodges a request in terms of PAIA, the Public Body must be acting in the public interest.

6.4 Requests in terms of PAIA shall be made in accordance with the prescribed procedures, and at the prescribed fees.

6.5 The Information Officer is responsible for receiving and coordinating all requests for access to records in terms of PAIA, to ensure the PG Group Entity's proper compliance with PAIA and POPIA.

6.6 The Information Officer will facilitate the liaison with the PG Group Entity's internal legal team on all of these requests.

6.7 PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings.

6.8 The Information Regulator, in terms of section 10 of PAIA, has compiled a guide on how to use PAIA, to exercise any rights contemplated in PAIA. Any queries should be directed to:

The Information Regulator of South Africa	
Physical Address:	Woodmead North Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal Address:	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Complaints:	PAIAComplaints@inforegulator.org.za POPIAComplaints@inforegulator.org.za
Enquiries:	Enquiries@inforegulator.org.za
Website:	https://www.inforegulator.org.za
Tel:	010 023 5200

7 ABOUT THE PG GROUP ENTITY

7.1 Originally established by Pam Golding in 1976, the Pam Golding group of companies is now one of the largest real estate groups in South Africa, with offices in Sub Saharan Africa and elsewhere in the world. Pam Golding's son Andrew Golding is the current Chief Executive Officer of Pam Golding Properties Proprietary Limited ("**PGP**").

7.2 The PG Group Entity covers a wide range of property related business interests, including residential, commercial, and industrial property sales, letting, and management.

8 PG GROUP ENTITY'S CONTACT DETAILS

(*Information provided in terms of section 51(1)(a) of PAIA*)

Name of Private Body:	Pam Golding Properties Proprietary Limited
Physical Address:	12-14 Klaassens Road, Bishopscourt, Cape Town, Western Cape
Postal Address:	P.O. Box 53012, Kenilworth, 7745
Information Officer:	**Name**: Richard Day **Email**: richard.day@pamgolding.co.za / informationofficer@pamgolding.co.za **Tel**: 021 710 1700
Deputy Information Officer:	**Name**: Duncan Smit **Email**: duncan.smit@pamgolding.co.za / informationofficer@pamgolding.co.za **Tel**: 021 710 1700

9 AUTOMATICALLY AVAILABLE INFORMATION

(*Information provided in terms of section 52(1)(b)(ii) of PAIA*)

9.1 PAIA provides that certain records may automatically be made available. Should records be automatically available, a formal request for such records will not be necessary. These records are automatically available to the public and the Information Regulator for inspection at the PG Group Entity's physical address during normal business hours.

9.2 Examples of records that may be automatically available are set out in Annexure "**F**" below and include:

9.2.1 any information on the PG Group Entity's website (which includes www.pamgolding.co.za and www.eazi.com);

9.2.2 advertising and marketing materials;

9.2.3 public listings (which include details of properties available for sale and/or letting);

9.2.4 newsletters and circulars;

9.2.5 information on hotels and lodges; and

9.2.6 information on property developments.

10 INFORMATION HELD IN TERMS OF PAIA

(*Information required in terms of section 51(1)(b)(iv) of PAIA*)

10.1 PGP, on the behalf of the PG Group Entity, maintains records on the categories and subject matters listed in Annexure "**A**" below, either on behalf of or in conjunction with other PGP entities.

10.2 The categories of records are not exhaustive but merely meant to give a broad indication of the records held by the PG Group Entity.

10.3 The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under PAIA. More in particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records.

10.4 Please note, many of the records held by the PG Group Entity are those of third parties, such as customers and employees, and would constitute third party confidential information, which is not in the discretion of the PG Group Entity to disclose. In particular, where the PG Group Entity acts as a consultant, agent, broker, or advisor to a customer, many of the records held by the PG Group Entity are confidential and are considered the property of the customer and not the PG Group Entity.

11 INFORMATION HELD IN TERMS OF OTHER LEGISLATION

(*Information required in terms of section 51(1)(b)(iii) of PAIA*)

11.1 A non-exhaustive list of records held by the PG Group Entity in accordance with legislation other than POPIA or PAIA appears in Annexure "**B**" hereto.

12 REQUEST PROCEDURE

12.1 Records, whether specifically listed in this Manual or not, will only be made available subject to the provisions of PAIA.

12.2 Form of request

(*See section 53(2)(d) of PAIA*)

12.2.1 When making a request, the Requester must:

12.2.1.1 state that the record requested is required to exercise or protect a right;

12.2.1.2 identify the right and provide details of the nature of the right to be exercised or protected; and

12.2.1.3 explain why the requested record is required for the exercise or protection of that right.

12.3 Nature of request

(*See sections 53(2)(a), (b), (c), and (e) of PAIA*)

12.3.1 The Requester must use the prescribed form to make the request for access to a record, which form is attached hereto as Annexure "**C**".

12.3.2 This must be made to the Information Officer at the address or electronic mail address of the PG Group Entity (see section 53(1) of PAIA).

12.3.3 The Requester should deliver the completed request form to the Information Officer at the PG Group Entity's physical address or via the email address as provided in this Manual.

12.3.4 The Requester must provide sufficient detail on the request form to enable the Information Officer to identify:

12.3.4.1 the record requested;

12.3.4.2 the identity of the Requester; and

12.3.4.3 the form of access required if the request is granted.

12.3.5 When completing a request form, the Requester should also indicate:

12.3.5.1 their preferred language, if applicable;

12.3.5.2 whether the Requester wishes to be informed of the decision in another manner, in addition to a written reply and the particulars thereof; and

12.3.5.3 an email or postal address.

12.3.6 The Information Officer is available to assist the Requester with any request with regards to a request for access to information (*see regulation 7(2)(a) of the Regulations*).

12.3.7 If a request is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the satisfaction of the head of the PG Group Entity (*See section 53(2)(f) of PAIA*).

12.3.8 If an individual is unable to complete the request form because of illiteracy or disability, such a person may make the request verbally to the Information Officer (*see regulation 7(2)(b) of the Regulations*).

12.3.9 A request form which does not comply with the formalities prescribed by PAIA (as set out above) will be returned to the Requester.

13 PRESCRIBED FEES

13.1 Request fees

13.1.1 Section 54 of PAIA entitles the PG Group Entity to request a fee to enable it to recover the costs of processing a request and providing access to records. These fees are set out in the Regulations relating to PAIA (GNR. 757 of 2021) ("**the Regulations**").

13.1.2 The Information Officer must, by notice, require the Requester to pay the prescribed request fee, if any, before further processing the request (*see section 54(1) of PAIA*).

13.1.3 The fee that the Requester must pay to a Private Body is R140.00. The Requester may lodge an application to the court against the tender or payment of the request fee (*see section 54(3)(b) of PAIA*).

13.2 Access fees and fees for reproduction

13.2.1 If access to a record is granted by the PG Group Entity, the Requester may be required to pay an access fee for the search for and preparation of the record, and for the reproduction of the record (*see section 54(6) of PAIA*).

13.2.2 If the search for the record has been made, and the preparation of the record for disclosure, including any arrangement to make the record available as required in the request form, requires more than six hours, the Information Officer shall notify the Requester to pay as a deposit the prescribed portion of the access fee payable.

13.2.3 The Information Officer shall be entitled to withhold a record until the Requester has paid the required fee (*see section 54(5) of PAIA)*.

13.2.4 If a deposit has been paid in respect of a request for access that is refused, the Information Officer shall repay the deposit to the Requester within a reasonable period after access has been refused.

13.2.5 The access fees which apply are set out in Annexure "**D**" hereto.

14 DECISION ON REQUEST

14.1 After the Information Officer has decided on the request, the Requester will be notified using the request form attached hereto marked as Annexure "**E**" (*see section 56(1)(b) of PAIA*).

14.2 If the request is granted, a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure (*see section 54(6) of PAIA*).

15 TIMELINES FOR CONSIDERATION OF A REQUEST

(*See sections 56 and 57 of PAIA*)

15.1 Requests for access by a Requestor will be processed within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessary. Such considerations include:

15.1.1 where the request is for a large number of records or requires a search through a large number of records (including where records that have been archived electronically need to be restored);

15.1.2 where the request requires a search for records in or the collection of such records from, an office of the PG Group Entity located far away from its head office;

15.1.3 consultation among divisions of the PG Group Entity or with another Private Body is necessary or desirable to decide upon a request that cannot reasonably be completed within the original 30-day period;

15.1.4 more than one of the circumstances contemplated in paragraphs 15.1.1, 15.1.2, 15.1.3, exist in respect of the request making compliance with the original period not reasonably possible; or

15.1.5 the Requestor Consents in writing to such extension.

15.2 If an extension is necessary, the Requester will be notified with reasons for the extension. If the Information Officer fails to communicate a decision on a request, such a request is then deemed to have been refused.

16 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

(*See chapter 4 of part 3 of PAIA*)

16.1 Requests that must be refused

16.1.1 Requests for access by a Requester must be refused by the Information Officer if:

16.1.1.1 the disclosure would involve the unreasonable disclosure of Personal Information about a third party (natural person), including a deceased individual;

16.1.1.2 the record contains:

16.1.1.2.1 trade secrets of a third party;

16.1.1.2.2 financial, commercial, scientific, or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party;

16.1.1.2.3 information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations, or prejudice that third party in commercial competition *(see section 64 of PAIA)*;

16.1.1.3 the disclosure of the record would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement *(see section 65 of PAIA)*;

16.1.1.4 the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege *(see section 67 of PAIA)*; or

16.1.1.5 the record contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose:

16.1.1.5.1 the third party;

16.1.1.5.2 a person that is or will be carrying out the research on behalf of the third party; or

16.1.1.5.3 the subject matter of the research, to serious disadvantage *(see section 69 of PAIA)*.

16.2 **Requests that may be refused**

16.2.1 Requests for access by a Requester may be refused by the Information Officer if:

16.2.1.1 the disclosure would be likely to prejudice or impair:

16.2.1.1.1 the security of:

16.2.1.1.1.1 a building, structure, or system, including, but not limited to, a computer or communication system;

16.2.1.1.1.2 a means of transport; or

16.2.1.1.1.3 any other property;

16.2.1.1.2 methods, systems, plans, or procedures for the protection of:

16.2.1.1.2.1 an individual, in accordance with a witness protection scheme;

16.2.1.1.2.2 the safety of the public, or any part of the public;

16.2.1.1.3 the security of property contemplated in subparagraph (i) *(aa)*, *(bb)* or *(cc)* of section 66(b) of PAIA;

16.2.1.2 the record:

16.2.1.2.1 contains trade secrets of the PG Group Entity;

16.2.1.2.2 contains financial, commercial, scientific, or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of the PG Group Entity;

16.2.1.2.3 contains information, the disclosure of which could reasonably be expected to:

16.2.1.2.3.1 put the PG Group Entity at a disadvantage in contractual or other negotiations;

16.2.1.2.3.2 prejudice the PG Group Entity in commercial competition; or

16.2.1.2.3.3 be a computer program, as defined in section 1(1) of the Copyright Act, No. 98 of 1978, owned by the PG Group Entity, except insofar as it is required to give access to a record to which access is granted in terms of PAIA; or

16.2.1.3 the record contains information about research being or to be carried out by or on behalf of the PG Group Entity, the disclosure of which would be likely to expose:

16.2.1.3.1 the PG Group Entity;

16.2.1.3.2 a person that is or will be carrying out the research of behalf of the PG Group Entity; or

16.2.1.3.3 the subject matter of the research, to serious disadvantage.

16.3 **Mandatory disclosure in public interest**

16.3.1 Despite any other provision of chapter 4 of PAIA (which concerns grounds for refusal of access to records, as set out in section 62 to 70), in terms of section 70 of PAIA, the PG Group Entity must grant a request for access to a record of the PG Group Entity if:

16.3.1.1 the disclosure of the record would reveal evidence of:

16.3.1.1.1 a substantial contravention of, or failure to comply with, the law; or

16.3.1.1.2 imminent and serious public safety or environmental risk; and

16.3.1.2 the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

16.4 **Third party notification and intervention**

16.4.1 The PG Group Entity considering a request for access to a record that might be a record contemplated in sections 63(1), 64(1), 65, or 69(1) of PAIA, must take all reasonable steps to inform a third party to whom or which the record relates of the request (*see section 71 of PAIA*).

16.4.2 A third party that is informed of a request for access in terms of section 71 of PAIA, may, within 21 days of being so informed:

16.4.2.1 make written or oral representations to the Information Officer concerned why the request should be refused; or

16.4.2.2 give written Consent for the disclosure of the record to the Requester concerned.

17 REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

17.1 The decision of the Information Officer or Deputy Information Officer is final.

17.2 The PG Group Entity does not have any internal appeal procedures that may be followed once a request to access information has been refused.

17.3 If the Requester is not satisfied with the outcome of their request, the Requester is entitled to lodge a complaint to the Information Regulator, and alternatively to a court of competent jurisdiction to take the matter further *(see section 78 of PAIA)*.

18 RECORDS THAT CANNOT BE FOUND

18.1 If the PG Group Entity has searched for a record and believes that the record either does not exist or cannot be found, the Requester will be notified by way of an affidavit or written affirmation, which details the steps which were taken to locate the requested record.

19 PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

(*Information required under section 51(1)(c) of PAIA*)

19.1 General

19.1.1 In terms of the provisions of POPIA, the PG Group Entity must inform Data Subjects formally of the manner in which it Processes any Personal Information.

19.1.2 The type of Personal Information Processed by the PG Group Entity depends on the purpose for which such Personal Information is Processed.

19.1.3 The PG Group Entity will only Process such Personal Information which it needs to fulfill the relevant purpose and as required by law.

19.2 Purpose of Processing of Personal Information

(*See section 51(1)(c)(i) of PAIA*)

19.2.1 The PG Group Entity will only Process a Data Subject's Personal Information for a specific, lawful, and clear purpose (or for specific, lawful, and clear purposes) and will ensure that it makes the Data Subject aware of such purpose(s) as far as possible.

19.2.2 The purpose for which Personal Information is Processed by the PG Group Entity will depend on the nature of the Personal Information and the particular Data Subject.

19.2.3 The PG Group Entity will ensure that there is a legal basis for the Processing of any Personal Information.

19.2.4 The PG Group Entity will ensure that Processing will relate only to the purpose for and of which the Data Subject has been made aware (and, where required, Consented to), and will not Process any Personal Information for any other purpose.

19.2.5 The PG Group Entity will only Process Personal Information in ways that are for, or compatible with, the business purpose for which the Personal Information was collected, or in ways that are subsequently authorised by the relevant Data Subject.

19.2.6 The PG Group Entity will retain Personal Information only for as long as it is necessary to accomplish the PG Group Entity's legitimate business purposes, or for as long as may be permitted or required by applicable law.

19.2.7 The PG Group Entity uses Personal Information for one or more of the following non-exhaustive purposes:

19.2.7.1 For the purposes of providing its services to Data Subjects from time to time;

19.2.7.2 Personal Information is Processed to conduct due diligence processes on customers;

19.2.7.3 Personal Information is Processed as part of the "Know Your Customer" / "KYC" process, as per the requirements of the Financial Intelligence Centre Act, No. 38 of 2001;

19.2.7.4 Personal Information is Processed to comply with the obligations imposed on the PG Group Entity under the Broad Based Black Economic Empowerment Act, No. 53 of 2003 ("**BEE Act**"), read together with the Department of Trade and Industry's Codes of Good Practice on Broad-Based Black Economic Empowerment published in terms of Government Gazette No. 36928 on 11 October 2013 under section 9(1) of the BEE Act, as amended from time to time;

19.2.7.5 Personal Information is Processed to perform general information technology-related functions for all business functions within the PG Group Entity;

19.2.7.6 Personal Information is Processed to interact with Data Subjects on its website, and to monitor Data Subjects' use of its website, including for the purposes of improving same;

19.2.7.7 Personal Information is Processed in connection with internal audit purposes (that is, ensuring that the appropriate internal controls are in place to mitigate relevant risks, as well as carry out any investigations where this is required);

19.2.7.8 Personal Information is Processed for employment-related purposes, such as administering payroll, assessing credit and criminal histories, and determining statistics required under the Employment Equity Act, No. 55 of 1998, Skills Development Act 37 of 2008 and the Basic Conditions of Employment Act 75 of 1997;

19.2.7.9 Personal Information is Processed to respond to any correspondence that Data Subjects may send to the PG Group Entity, including via email, the PG Group Entity's website, or telephone;

19.2.7.10 Personal Information is Processed in connection with the execution of payment processing functions, including payment of the PG Group Entity's suppliers' invoices;

19.2.7.11 Personal Information is Processed to contact Data Subjects for direct marketing purposes, subject to the provisions of clause 19.3.1 below;

19.2.7.12 Personal Information is Processed for such other purposes to which the Data Subject may Consent from time to time; and

19.2.7.13 Personal Information is Processed for such other purposes as authorised in terms of applicable law.

19.2.8 Please refer to the PG Group Entity's Privacy Statement on its website for further information (which is available at: https://www.pamgolding.co.za/privacy-policy).

19.3 **Categories of Data Subjects and the Personal Information relating thereto**

19.3.1 The PG Group Entity collects Personal Information directly from Data Subjects and/or third parties, and where it obtains Personal Information from third parties, the PG Group Entity will ensure that it obtains the Consent of the Data Subject to do so or will only Process the Personal Information without the Data Subject's Consent where the PG Group Entity is permitted to do so in terms of the applicable laws.

19.3.2 Data Subjects in respect of which Personal Information is Processed include customers of the PG Group Entity, contractors, suppliers, employees and candidates, and service providers.

19.4 **Categories of Personal Information collected by the PG Group Entity**

(*See section 51(1)(c)(ii) of PAIA*)

19.4.1 The PG Group Entity may collect all types of Personal Information, including Special Personal Information, relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including but not limited to:

19.4.1.1 name, address (including proof of address), other contact details (including email addresses and telephone numbers), gender, marital status, date and place of birth, nationality, employer, job title, financial records and employment history, and family details, including their relationship to the Data Subject;

19.4.1.2 identification numbers issued by government bodies or agencies, such as the Data Subject's identity number, passport number, tax identification number, driving licence number, and company registration number;

19.4.1.3 demographic information, such as the Data Subject's address, preferences, and interests; information relevant to the provision of the PG Group Entity's products and services; information relevant to the procurement of products and services from suppliers;

19.4.1.4 bank account or payment card details, income, or other financial information;

19.4.1.5 information that the Data Subject provides to the PG Group Entity as part of it providing products and services to the Data Subject, which depends on the nature of the Data Subject's instructions to any agent or employee of the PG Group Entity;

19.4.1.6 Special Personal Information, including information about the Data Subject's health, racial or ethnic origin, political opinions, religious or philosophical beliefs and trade union membership; the Data Subject's genetic and biometric information; information about the Data Subject's sex life;

19.4.1.7 information the Data Subject provides to the PG Group Entity for the purposes of attending meetings and events, including dietary requirements which may reveal information about the Data Subject's health or religious beliefs;

19.4.1.8 still and video images captured by CCTV at any of the PG Group Entity's offices (the PG Group Entity uses CCTV to help provide a safe and secure environment, and a Data Subject may be recorded when the Data Subject visits any of the PG Group Entity's offices); and

19.4.1.9 identity data, contact data, and Special Personal Information from publicly available sources or third parties, service providers and the like, who conduct screening on any employee, customer, or service providers for anti-money laundering purposes.

19.4.2 Examples of third parties from whom Personal Information is collected include:

19.4.2.1 other PG Group Entity affiliates;

19.4.2.2 customers when the PG Group Entity handles Personal Information on their behalf;

19.4.2.3 regulatory bodies;

19.4.2.4 credit reference agencies;

19.4.2.5 other companies providing services to the PG Group Entity; and

19.4.2.6 where the PG Group Entity makes use of publicly available sources of information.

19.5 **Recipients or categories of recipients to whom Personal Information may be supplied**

(*See section 51(1)(c)(iii) of PAIA*)

19.5.1 The PG Group Entity may share a Data Subject's Personal Information with the PG Group Entity affiliates, third parties engaged by the PG Group Entity, or business partners of the PG Group Entity, to assist in providing services to Data Subjects. Such affiliates, third parties, or business partners may include:

19.5.1.1 hosting, data storage, or archiving service providers;

19.5.1.2 payment processing service providers;

19.5.1.3 professional advisors; and

19.5.1.4 marketing, research, and advertising agencies.

19.5.2 The PG Group Entity may be required to disclose Personal Information in response to a court order, subpoena, civil discovery request, other legal process, or as otherwise required by law as per statutory authorities and/or the lawful order of any court or tribunal.

19.5.3 The PG Group Entity may disclose Personal Information when it believes disclosure is necessary to comply with the law, or to protect the rights, property, or safety of the PG Group Entity, its customers, or others.

19.5.4 The PG Group Entity will comply with POPIA before transferring Personal Information to a third party who is not a contractor of the PG Group Entity.

19.5.5 Before transferring Personal Information to a third party contractor, such as an authorised service provider, the PG Group Entity will obtain assurances from the third party that it will process Personal Information in a manner consistent with POPIA.

19.5.6 Where the PG Group Entity learns that a third party contractor is using or disclosing Personal Information in a manner contrary to POPIA, the PG Group Entity will take reasonable steps to prevent such use or disclosure.

19.5.7 The PG Group Entity reserves the right to disclose and transfer a Data Subject's information, including their Personal Information, in connection with a corporate merger, consolidation, the sale of all of its membership interests and/or assets or other corporate change, including to any prospective purchasers.

19.6 **Planned transborder flows of Personal Information**

(*See section 51(1)(c)(iv) of PAIA*)

19.6.1 In carrying out any cross-border transfers, the PG Group Entity may transfer a Data Subject's Personal Information to affiliates of the PG Group Entity across South African borders.

19.6.2 This may happen if: the PG Group Entity’s servers, suppliers, or service providers are based outside South Africa; the PG Group Entity’s services are hosted in systems or servers outside South Africa; or if a Data Subject uses the PG Group Entity’s services while visiting countries outside South Africa.

19.6.3 The PG Group Entity will fully comply with the provisions of POPIA in respect of any cross-border transfers of Personal Information.

19.7 **Information security measures**

(See section 51(1)(c)(v) of PAIA)

19.7.1 The security and confidentiality of Personal Information is important to the PG Group Entity.

19.7.2 The PG Group Entity has implemented reasonable technical, administrative, and physical security measures to protect Personal Information from unauthorised access or disclosure and improper use.

19.7.3 The PG Group Entity is committed to ensuring that its security measures which protect your Personal Information are continuously reviewed and updated where necessary.

19.7.4 In Processing any Personal Information, the PG Group Entity shall comply with the following minimum technical and organisational security requirements:

19.7.4.1 physical access — access to Personal Information is restricted in the PG Group Entity's offices and only to those employees of the PG Group Entity who need the Personal Information to perform a specific job / task;

19.7.4.2 training — all employees/agents/staff of the PG Group Entity with access to Personal Information are kept up to date on its security and privacy practices. After a new policy is added, these employees are notified and/or reminded about the importance the PG Group Entity places on privacy, and what they can do to enhance protection for the Personal Information of all Data Subjects;

19.7.4.3 unique user identification — employees each have a unique user identification number assigned to them, subject to strict confidentiality undertakings in terms of the PG Group Entity's password and confidentiality policy;

19.7.4.4 passwords — the PG Group Entity ensures that there are passwords required for any access to Personal Information;

19.7.4.5 physical access and privileges — the PG Group Entity ensures that access to Personal Information is limited to employees on a "need to know" basis, and PG Group Entity employees are required to strictly utilise their unique user identification number and applicable passwords to access same;

19.7.4.6 backups — the PG Group Entity ensures that all Personal Information is backed-up regularly, based on operational or legal requirements, and that backup testing is conducted regularly to ensure that Personal Information can be recovered in the event that such Personal Information is lost, damaged, or destroyed;

19.7.4.7 malware protection — the PG Group Entity ensures that its information technology environment has comprehensive malware protection software employed, specifically designed to protect the PG Group Entity from malware infections;

19.7.4.8 vulnerability scanning — the PG Group Entity frequently conducts vulnerability scanning, to assess whether Personal Information is adequately protected from external threats; and

19.7.4.9 system reviews — the PG Group Entity conducts regular reviews of its technical and organisational security measures, to ensure that all of the above measures are functioning effectively and applied consistently.

20 **AVAILABILITY OF THIS MANUAL**

(*Availability of manual under section 51(3) of PAIA*)

20.1 This Manual is available for inspection by the general public upon request, during business hours and free of charge, at the offices of the PG Group Entity.

20.2 The Manual will be made available to the Information Regulator upon request.

20.3 Copies of this Manual may be made, subject to the prescribed fees.

20.4 This Manual is also posted on the website of the PG Group Entity (www.pamgolding.co.za).

21 PRESCRIBED FORMS AND FEE STRUCTURE

(*Prescribed forms and fee structure of Private Bodies*)

21.1 The forms and fee structure prescribed under PAIA are available from the Government Gazette, or at the website of the Information Regulator (available at https://inforegulator.org.za/paia-forms/).

Annexure A

Categories and types of records held by the PG Group Entity

The following categories of records are held by the PG Group Entity, and access may be granted to such records upon proper request and payment of a fee in terms of PAIA and this Manual, unless the PG Group Entity is entitled to refuse access to such records, or the records are exempted in terms of PAIA:

Category	Information category description
Financial / accounting records	Annual financial statements Tax returns Audit reports conducted for the PG Entity Group Invoices in respect of creditors and debtors of the PG Entity Group Bank facilities and account details Details of accounting officer or auditors Formal books of account and other financial statements Source documents Banking records Management reports
Company / operational records	Company name documents Company registration documents Founding statement or Memorandum of Incorporation Share register and other statutory registers Minutes of meetings Policies and procedures
Human resources records	List of staff/employees/agents Contracts of employment with employees of the PG Group Entity Personnel records of each employee of the PG Group Entity Disciplinary records Compensation or redundancy payments Records relating to conditions of employment Employment equity plan of the PG Group Entity

	Pension and provident fund records Employee and Agent tax information Training schedules and manuals Skills Development and Annual Training Plans Payroll records Internal policies and procedures
Customer records	Contact details Property details Other records obtained in respect of customers and potential customers of the PG Group Entity Contracts with the customer Contracts between the customer and other persons Correspondence with customers Correspondence with third parties Records regarding legal proceedings involving customers of the PG Group Entity Other information relating to, or held on behalf of, customers of the PG Group Entity
Intellectual property records	Trademarks, copyrights, and designs held by the PG Group Entity Software licences Records relating to domain names
Immovable and movable property records	Agreements for the lease of immovable property by the PG Group Entity Agreements for the lease or sale of movable property by the PG Group Entity Records regarding insurance in respect of movable property Records regarding insurance in respect of immovable property Asset register
Information technology records	Records regarding computer systems and programmes held by the PG Group Entity

Marketing records	Marketing materials Marketing campaign history
Third party records Records are kept in respect of other parties, including without limitation, joint ventures and consortia to which the PG Group Entity is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions, market opportunities and trends. In addition, such other parties may possess records which can be said to belong to the PG Group Entity.	Records of employees of the PG Group Entity, customers, or the PG Group Entity, which are held by another party as opposed to being held by the PG Group Entity Records held by the PG Group Entity pertaining to other parties, including contact details, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about contractors or suppliers.
Miscellaneous records	Security agreements, guarantees, and indemnities Internal correspondence Suretyship agreements Agreements with suppliers of the PG Group Entity Correspondence of the PG Group Entity, including internal and external memoranda

Annexure B

Information kept by the PG Group Entity in accordance with other legislation

Category	Information category description
Basic Conditions of Employment Act, No. 75 of 1997	Employee details Workforce Reports Information on disability, race, and religion Employee next of kin or emergency contact details Conflict-of-interest declarations Education information Health and safety records Pension and provident fund records Leave records Internal evaluations and performance records Disciplinary records Training records Background checks
Broad-Based Black Economic Empowerment Act, No. 53 of 2003	Skills development section on the Financial Services Council report BBBEE status BBBEE status of suppliers Supplier employee information Contractor and supplier agreements List of suppliers, products, services, and distributors
Companies Act, No. 71 of 2008	Company registration records Corporate governance documents Engagement letters Meeting minutes Correspondence or enquiries from customers
Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993	Records of employees' earnings and particulars

Consumer Protection Act, No. 68 of 2008	Records of consumer transactions and contracts Complaint resolution records Promotional-competition-related records
Electronic Communications and Transactions Act, No. 25 of 2002	Electronic transaction records Records of electronic communications with Customers or partners
Employment Equity Act, No. 55 of 1998	Employment equity plans and records Records of employment equity assessments and targets Recruitment and promotion records
Income Tax Act, No. 58 of 1962	Tax returns and filings Records of income, expenses, and deductions Tax compliance certificates and correspondence
Labour Relations Act, No. 66 of 1995	Disciplinary records and outcomes Labour relations reports Arbitration awards
Occupational Health and Safety Act, No. 85 of 1993	Occupational health and safety agreements and appointment letters Incident reports Personal information for workmen's compensation Personal information of visitors CCTV footage
Prevention and Combating of Corrupt Activities Act, No. 12 of 2004	Anti-bribery and corruption policy Whistleblowing policy Gift policy
Skills Development Act, No. 97 of 1998	Sector education and training authority reports Learning history reports Skills development levies Certificates of completion
Unemployment Insurance Contributions Act, No. 4 of 2002, and Unemployment Insurance Act, No. 30 of 1996	Tax invoices, credit notes, debit notes Bank statements, deposit slips Employee details and employment contracts

	Employer registration and contribution records UIF claims records. Audit and inspection records
Value Added Tax Act, No. 89 of 1991	VAT registration documents Tax invoices and credit notes VAT returns and filings VAT payment records VAT exemption certificates Input VAT documentation Records for cross-border transactions VAT compliance records
Property Practitioners Act, No 22 of 2019	Documents exchanged with the PPRA Agreements Mandatory Disclosure Forms Mandates Accounting records Communications regarding transactions Advertising or marketing material that relates to the carrying on of business as a property practitioner Fidelity Fund Certificates
Financial Intelligence Centre Act, No 38 of 2001	Identification and verification records Client due diligence records Risk Management and Compliance Program Training records Records of transactions conducted on behalf of clients, including details of the transaction, parties involved, and purpose of the transaction. Suspicious Activity/Transaction Reports (SARs/STRs) Cash Threshold Reports (CTRs) Risk assessments Compliance procedures Records of client details and transactions

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

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)

E-mail address: _____

Fax number: _____

*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 *(when made on behalf of another person)*				
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

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.)*

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	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

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)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
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)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *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.*	
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	
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *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.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
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 OFFICIAL 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

Annexure D

Fees in Respect of Private Bodies

Item	Description	Amount
1	The request fee payable by every Requester:	R140.00
2	Photocopy of A4-size page:	R2.00 per page or part thereof
3	Printed copy of A4-size page:	R2.00 per page or part thereof
4	For a copy in a computer-readable form on: (i) flash drive (to be provided by the Requester): (ii) compact disc: • if provided by the Requester: • if provided to the Requester:	 R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page:	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images:	Service to be outsourced. Will depend on quotation from Service provider.
7	Transcription of an audio record, per A4-size page:	R24.00
8	For a copy of an audio record on: (i) flash drive (to be provided by the Requester): (ii) compact disc: • if provided by the Requester: • if provided to the Requester:	 R40.00 R40.00 R60.00
9	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
10	Deposit: If search exceeds six hours:	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, email, or any other electronic transfer:	Actual expense, if any.

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. *If your request is granted the—*
   (a) *amount of the deposit, (if any), is payable before your request is processed; and*
   (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____
_____
_____
_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
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)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by 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 of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:
Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

_____
Information officer

Annexure F

NOTICE OF AUTOMATICALLY AVAILABLE RECORDS

In accordance with section 52(1)(a) of PAIA, read with Regulation 5, automatically available records are as follows-

1 Any information on the Pam Golding Group Entity's website (which includes www.pamgolding.co.za and www.eazi.com);

2 advertising and marketing materials;

3 public listings (which include details of properties available for sale and/or letting);

4 newsletters and circulars;

5 information on hotels and lodges; and

6 information on property developments.