

**VAN ROOYEN & EFSTRATIOU INC**

# **PAIA MANUAL**

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



**DATE OF COMPILATION: 21/05/2026**

**DATE OF REVISION: 21/05/2026**

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 **“CEO”** Chief Executive Officer

1.2 **“DIO”** Deputy Information Officer;

1.3 **“IO”** Information Officer;

1.4 **“Minister”** Minister of Justice and Correctional Services;

1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 as Amended;

1.6 **“POPIA”** Protection of Personal Information Act No.4 of 2013;

1.7 **“Regulator”** Information Regulator; and

1.8 **“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. **KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF VAN ROOYEN & EFSTRATIOU INC**

3.1 **Chief Information Officer**

Name: Michelle Jansen  
Tel: 082 420 1690  
Email: michelle@rooyen.co.za

3.2 **Access to information general contacts**

admin@rooyen.co.za

3.3 **Office**

Postal Address: 57 Sixth Avenue, Newton Park, Port Elizabeth, 6045  
Physical Address: 57 Sixth Avenue, Newton Park, Port Elizabeth, 6045  
Telephone: 041 365 2844  
Email: admin@rooyen.co.za  
Website: <https://vrelaw.co.za>

4. **GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of **PAIA**

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA1 and section 56 of POPIA2;

4.3.3 the manner and form of a request for-

4.3.3.1 access to a record of a public body contemplated in section 113; and

4.3.3.2 access to a record of a private body contemplated in section 504;

4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;



- 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

*1 Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

*2 Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

*3 Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

*4 Section 50(1) of PAIA- A requester must be given access to any record of a private body if a)*

*b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*

*c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1 an internal appeal;
- 4.3.6.2 a complaint to the Regulator; and
- 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 9211.

*5 Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

6 Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

7 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

8 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

9 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

11 Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-  
(a) any matter which is required or permitted by this Act to be prescribed;  
(b) any matter relating to the fees contemplated in sections 22 and 54;  
(c) any notice required by this Act;  
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and  
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained-

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

## 5. **CATEGORIES OF RECORDS OF VAN ROOYEN & EFSTRATIOU INC WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

5.1 Information available on the firm’s website (<https://vrelaw.co.za/>):

5.1.1 Contact details of the firm.

5.1.2 General information relating to services offered.

5.2 How records may be accessed:

5.2.1 Through the website (<https://vrelaw.co.za/>)

5.2.2 By email request ([admin@rooyen.co.za](mailto:admin@rooyen.co.za))

5.2.3 Telephonically (041 365 2844)

5.2.4 At the office of the firm (57 Sixth Avenue, Newton Park, Port Elizabeth)

**6. DESCRIPTION OF THE RECORDS OF VAN ROOYEN & EFSTRATIOU INC WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

6.1 Companies Act records

6.2 Income Tax and VAT records in terms of tax legislation

6.3 Employment records in terms of labour legislation

6.4 Accounting and trust account records in terms of Legal Practice and accounting legislation

6.5 FICA records in terms of the Financial Intelligence Centre Act

6.6 PAYE/UIF records in terms of SARS and labour legislation

6.7 Client records and mandates in terms of legal professional obligations

6.8 Estate administration records where applicable

6.9 Deceased estate records lodged with the Master of the High Court

6.10 Records required in terms of the Legal Practice Act

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY VAN ROOYEN & EFSTRATIOU INC**

<b>SUBJECT</b>	<b>CATEGORIES OF RECORDS</b>
Corporate Governance	Company registration documents, director records, statutory records
Human Resources	Employment contracts, leave records, payroll records, disciplinary records, UIF records
Finance and Accounting	Accounting records, bank statements, invoices, tax records, financial statements, audit records
Trust Accounting	Trust account records, trust reconciliations, trust receipts and payments
Client Matters	Client files, correspondence, agreements, pleadings, legal opinions, mandates
Estates and Trusts	Wills, estate files, Letters of Executorship/Authority, liquidation and distribution accounts
FICA Compliance	Identity documents, proof of address, source of funds documentation, verification records
Information Technology	Electronic records, emails, backups, access logs

Marketing and Administration	Website information, supplier records, office administration records
Compliance	PAIA Manual, POPIA records, compliance assessments, Information Officer records

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

Personal information is processed for purposes relating to the rendering of legal services, administration of client matters, compliance with legal and regulatory obligations, FICA verification, financial and accounting administration, human resources and employment purposes, communication with clients and third parties, administration of deceased estates and trusts, litigation and legal proceedings, contractual obligations, and general business operations.

Personal information is processed in accordance with applicable legislation and only for legitimate business and professional purposes.

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto:

CATEGORY OF DATA SUBJECT	PERSONAL INFORMATION PROCESSED
Clients	Names, identity numbers, contact details, marital status, financial information, banking details, FICA documents, correspondence, legal records
Employees	Names, identity numbers, contact details, employment records, payroll information, banking details, tax information, leave records
Counsel and Correspondents	Contact details, banking details, professional information, invoices, correspondence
Suppliers and Service Providers	Contact details, company registration details, banking details, tax information, agreements and invoices
Beneficiaries and Heirs	Identity details, contact details, banking details, estate-related information
Opposing Parties and Witnesses	Names, contact details, legal and litigation-related information
Website Users and Enquirers	Names, contact details, electronic communications
Directors and Shareholders	Identity details, contact details, company records

**8.3 The recipients or categories of recipients to whom the personal information may be supplied**

<b>CATEGORY OF INFORMATION</b>	<b>RECIPIENTS OR CATEGORIES OF RECIPIENTS</b>
Client and matter information	Courts, counsel, correspondents, sheriffs, opposing attorneys, regulatory bodies, Masters of the High Court
FICA information	Banks, regulatory authorities, verification service providers
Financial and accounting information	Accountants, auditors, banks, SARS
Employee information	SARS, payroll administrators, UIF authorities, medical aid and pension providers
Estate administration information	Master of the High Court, SARS, banks, beneficiaries, conveyancers
Supplier information	Banks, accountants, auditors
Electronic communications and records	IT service providers, cloud storage providers, email hosting providers

**8.4 Planned transborder flows of personal information**

Personal information may be stored electronically on cloud-based systems hosted in jurisdictions outside South Africa, including through email hosting, cloud storage and backup service providers.

**8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

VAN ROOYEN & EFSTRATIOU INC implements reasonable technical and organisational security measures to protect personal information against loss, unauthorised access, disclosure, alteration or destruction. Security measures include password protection, user access controls, antivirus and anti-malware software, firewall protection, secure cloud-based storage systems, encrypted electronic communications where appropriate, regular data backups, restricted access to confidential information, and secure disposal of records. The firm further takes reasonable steps to ensure that service providers and operators implement appropriate information security safeguards.

**9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available at the offices of Van Rooyen & Efstratiou Inc for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.


9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. **UPDATING OF THE MANUAL**

The head of VAN ROOYEN & EFSTRATIOU INC) will on a regular basis update this manual.

**Issued by**

**MICHELLE JANSEN  
DIRECTOR**

A handwritten signature in black ink, consisting of a large, stylized 'M' and 'J' intertwined, positioned above a horizontal line.