

EREBUS BODY CORPORATE

EREBUS BODY CORPORATE
Sectional Title Scheme Reg: SS EREBUS 143/1986

ACCESS TO INFORMATION MANUAL
(PRIVATE BODY)

PAIA MANUAL

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

DATE OF COMPILATION: 22/11/2025

DATE OF REVISION: 21/11/2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|--|
| 1.1 | "Members" | The registered owners of the individual unit of the Body Corporate |
| 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;

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- 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:

HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

The Guide described in Section 10 of the Act will be available from the South African Human Rights Commission. Please direct any queries to:

*The South African Human Rights Commission:
PAIA Unit
The Research and Documentation Department
Postal address: Private Bag 2700
Houghton
2041*

*Telephone: +27 11 484-8300
Fax: +27 11 484-0582*

*Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za*

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CONTACT THE INFORMATION OFFICER OF EREBUS BODY CORPORATE

Chief Information Officer of Erebus Body Corporate

3.1 Address Details: 71 Viola Road, Blouberg Rise, 7441

Name: Luanne Hall
Tel: 021 300 8271
Email: info@serviceindex.co.za

Deputy Information Officer (*NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*)

Name: No Deputy Information Officer
Tel: N/A
Email: N/A
Fax Number: N/A

3.2 Access to information general contacts

Email: info@serviceindex.co.za

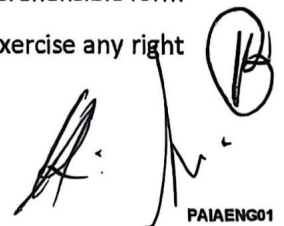
National or Head Office

Physical & Postal Address: 71 Viola Road, Blouberg Rise, 7441
Telephone: 021 300 8271
Fax: N/A
Email: info@serviceindex.co.za
Website: www.serviceindex.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.

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- 4.2. The Guide is available in English, Afrikaans and Xhosa
- 4.3. The aforesaid Guide contains the description of-
- 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.

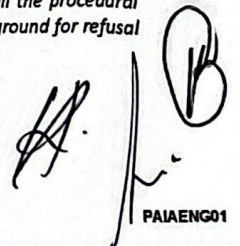
² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform 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) that record is required for the exercise or protection of any rights;

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- 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;



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- (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.⁹

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 The guides are available in English, Afrikaans and Xhosa

5. CATEGORIES OF RECORDS OF EREBUS BODY CORPORATE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Information which is available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Records from the Deeds Office and those displayed in our Policies and Manuals on the website are automatically available for inspection or purchase or photocopying.

In other words, you do not need to request this information in terms of the Promotion of Access to Information Act.

Request forms for these categories of information are also available from our information officer, whose contact details appear in Section 3 of this manual.

6. DESCRIPTION OF THE RECORDS OF EREBUS BODY CORPORATE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Information available in terms of other legislation:

Where applicable to our operations, information is also available in terms of certain provisions of the following legislation and statutes:

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For a body corporate (sectional title), relevant "other legislation" includes (but may not be limited to):

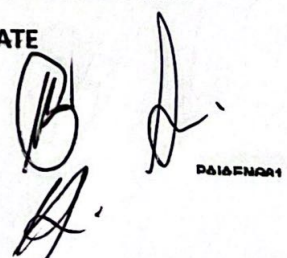
1. Sectional Titles Schemes Management Act, 2011 (STSMA, Act No. 8 of 2011) – establishes the body corporate, its duties, etc.
2. Sectional Titles Schemes Management Regulations / Prescribed Management Rules – the Regulations promulgated under STSMA, especially the *management rules*.
3. Sectional Titles Act, 1986 (Act No. 95 of 1986) – particularly its provisions on record keeping (e.g., minutes, accounts).
4. Other legislation that might impose record-keeping or disclosure obligations that a body corporate must comply with, and which should be listed in its PAIA manual. If the body corporate employs staff; then labour law, tax laws etc as set out below. The below list is by no means exhaustive but is an indication of the legislative influences.
- 5.

Below are additional legislative Acts that also govern the body Corporates commitments to store and share information:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Debt Collectors' Act No. 114 of 1998
- Employment Equity Act No. 55 of 1998
- Estate Agency Affairs Act No. 112 of 1976
- Financial Intelligence Centre Act No. 38 of 2001
- Housing Development Schemes for Retired Persons Act No. 65 of 1988
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Rental Act No. 50 of 1999
- Sectional Titles' Act No. 95 of 1986
- Sectional Titles Scheme Management Act 8 of 2011
- Community Scheme Ombud Service Act 9 of 2011
- Share Blocks Control Act No. 59 of 1980
- Skills Development Act No. 9 of 1999
- Stamp Duties Act No. 77 of 1968
- Transfer Duty Act No. 40 of 1949
- Unemployment Insurance Act No. 63 of 2001
- Value-added Tax Act No. 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH EREBUS BODY CORPORATE HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY EREBUS BODY CORPORATE

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Procedure for requesting access to the above Information

If you wish to request access to any of the below categories of information, you are required to complete a request form. These forms are available from:

our information officer (refer contract details in section 3 of this manual);

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by the regulation for searching for and compiling the information which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you requested is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

Main functions of a body corporate

The body structure includes Chair, Trustees, members and managing agents as a minimum to functions.

For a sectional title body corporate, the key functions include:

1. **Governance**
 - o Holding general meetings (ordinary, special)
 - o Electing trustees
 - o Implementing and amending *management* and *conduct* rules
 - o Enforcing the rules
2. **Financial management**
 - o Levy collection from owners (administration fund, reserve fund)
 - o Budgeting (annual budget, reserve fund projections)
 - o Financial accounting (income, expenditure, assets, liabilities)
 - o Annual financial statements; audits
 - o Managing bank accounts (administration and reserve fund)
3. **Maintenance, repairs and common property**
 - o Maintaining common property (repairs, upkeep)
 - o Carrying out improvements / developments (including luxurious or non-luxurious improvements)
 - o Managing exclusive-use areas (if applicable)
4. **Insurance**
 - o Arranging insurance for the building / common property
 - o Handling insurance claims
5. **Record keeping and statutory compliance**
 - o Keeping minutes of trustee and general meetings
 - o Maintaining a register of owners, tenants, bondholders
 - o Maintaining records of future development rights
 - o Retaining resolutions, contracts, legal opinions, correspondence
 - o Making records available for inspection, as required by STSMA / Regulations
6. **Administration**
 - o Appointing managing agents or executive agents
 - o Communication with owners, tenants, bondholders
 - o Managing defaults (levies), enforcing payment
7. **Dispute management / Legal affairs**
 - o Handling disputes (e.g., rule breaches)

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- Engaging in litigation, arbitration, or adjudication
- Obtaining legal opinions

The following records are processed:

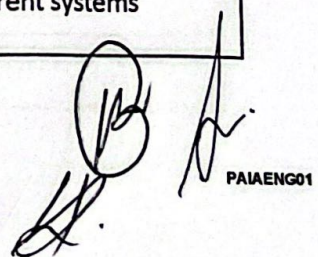
Subjects on which the body holds records	Categories of records
Strategic Documents, Pricing, Plans, Proposals, Financials etc	<ul style="list-style-type: none"> • Annual Reports, • Strategic Plans, • Annual Performance Plans
Human Resources	<ul style="list-style-type: none"> • HR policies and procedures • Advertised posts • Employees records
Statutory Private Company information as follows	<ul style="list-style-type: none"> • CoR15.1 – Registration certificate • CoR18.3 – Registration certificate • CoR39 – Certificate of directors’ details / amendments • Minute books • Resolutions passed at meetings • Annual financial statements, including annual accounts and the report of the accounting officer • Accounting records, including supporting schedules to accounting records and ancillary accounting records
Accounting Records	<ul style="list-style-type: none"> • Books of account including journals and ledgers • Invoices, statements, receipts, vouchers and other relevant documentation
Body Corporate Members	<ul style="list-style-type: none"> • Names, surnames, address, bank details • Copies of ID, Tax, Proof of Address • Property and utilities specific details • Any other details in performing the functions of the body corporate or managing agent duties
Statutory employee records	<ul style="list-style-type: none"> • Employees’ names and occupations • Time worked by each employee • Remuneration paid to each employee • Date of birth of each employee • Salary and wages register

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	<ul style="list-style-type: none"> • Staff records (after date of employment ceases) • Copies of Staff IRP5 certificates • Medical aid records • Leave records • PAYE, UIF and SDL records
Other employee records	<ul style="list-style-type: none"> • Employee contracts • Incentive schemes • Study assistance schemes • Maternity leave policy • Memorandum of conduct guidelines
Movable property:	<ul style="list-style-type: none"> • Asset register • Finance and lease agreements
Intellectual property:	<ul style="list-style-type: none"> • Logo and trading name • Templates drawn up specifically for company use
Agreements and contracts:	<ul style="list-style-type: none"> • Management agreements concerning provision of services • Rental lease
Taxation and other statutory compliances	<ul style="list-style-type: none"> • Copies of all income tax returns and other tax returns and documentation • VAT records • Regional Service levies records
Insurance (must be noted that we merely keep records and carry out acceptable administrative tasks – all other insurance handling will be carried out by brokers / insurers)	<ul style="list-style-type: none"> • Insurance policies and details of cover, limits and insurers • Claims records where provided
Information technology	<ul style="list-style-type: none"> • Hardware • Operating systems • Telephone exchange equipment • Telephone lines, leased lines and date lines • Software packages • Disaster recovery • Internal systems support and programming / development • Capacity and utilization of current systems

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Sales and marketing:	<ul style="list-style-type: none"> • Clients – presentation of services documentation
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8. PROCESSING OF PERSONAL INFORMATION

EREBUS BODY CORPORATE processes personal information to facilitate its range of services and meet legal, regulatory, and business obligations. The primary purposes include:

Working with the appointed providers and members to function:

- Property Management Agents: To manage collection of levies, insurances, financial budgets, administration and communications of all members of schemes.
- Suppliers and Service Providers: To schedule and track proactive and reactive maintenance on property, including liaising with suppliers and service providers
- Compliance: To meet the legal requirements outlined by the Property Practitioners Act and other regulatory functions such as CSOS within the framework of the legislation and regulations of other applicable regulators such as Information Regulator in ensuring transparency and due diligence.

Legal Compliance and Risk Management

- To maintain confidentiality
- To manage data protection as required under the Protection of Personal Information Act (POPIA) and other relevant privacy laws.

Marketing and Communication

- To send service updates, market opportunities, and distribute promotional materials in alignment with client preferences and consent.

This data processing is conducted with strict adherence to confidentiality and privacy standards, ensuring all personal information is used lawfully, minimally, and transparently to enhance service delivery and maintain compliance with South African business and legal frameworks.

8.1 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name and beneficial ownership details, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Members or Employees	Name, address, email, contact details, bank details, work history, qualifications, gender and race

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	Employment information, contracts and communications
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8.2 The recipients or categories of recipients to whom the personal information may be supplied

NB: Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information which may be disseminated and the recipient or category of recipients of the personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
name, address, registration numbers or identity numbers, and bank details, contracts, communications and due diligence	Property Practitioner Regulatory Authority (PPRA)
name, address, registration numbers or identity numbers, and bank details, contracts, communications, reports and due diligence	Financial Intelligence Centre (FIC)
name, address, registration numbers or identity numbers, and bank details, contracts, communications, reports and due diligence	Community Scheme Ombud Service Act 9 of 2011
name, address, registration numbers or identity numbers, and bank details, contracts, communications, reports and due diligence	Debt Collectors' Act No. 114 of 1998

8.3 EREBUS BODY CORPORATE: Planned Transborder Flows of Personal Information

EREBUS BODY CORPORATE acknowledges that certain aspects of its services may involve the transborder flow of personal information to entities or individuals outside South Africa. These flows are conducted in compliance with the Protection of Personal Information Act (POPIA) and applicable international data protection laws. The planned transborder processing activities are as follows:

8.3.1. International Property Owner

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- **International Property Owners:** In cases where international clients engage with EREBUS BODY CORPORATE for property their personal data may be shared with third parties such as legal advisors, notaries, or financial institutions in other countries.
- **Cloud-Based Systems:** Personal data may be stored or processed on cloud platforms with servers located outside South Africa.

8.3.2. Data Protection Measures for Transborder Flows

EREBUS BODY CORPORATE ensures that all transborder data flows are conducted with adequate safeguards, including:

- **Contractual Protections:** Agreements with international third parties include data protection clauses to ensure compliance with POPIA and other relevant laws.
- **Consent and Transparency:** Explicit consent is obtained from data subjects for transborder transfers when required, and data subjects are informed about the purpose and destination of the data transfer.
- **Adequacy Standards:** Transfers are made to countries or entities with adequate data protection laws or mechanisms in place, in accordance with Section 72 of POPIA.
- **Technical Safeguards:** Data transferred electronically have access controls to prevent unauthorised access.

8.3.3. Accountability and Monitoring

EREBUS BODY CORPORATE continuously monitors its transborder data flows and ensures compliance through regular audits, staff training, and updates to its policies and agreements as required by evolving legal and business contexts.

By adhering to these measures, EREBUS BODY CORPORATE ensures that personal information remains secure, and clients are protected, even when their data is transferred across borders.

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

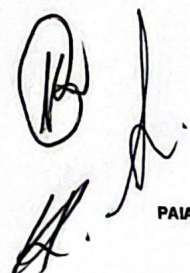
NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.

EREBUS BODY CORPORATE is committed to safeguarding the confidentiality, integrity, and availability of all personal information it processes. As a small entity, the information security controls implemented are combination of manual and system based, practical, and aligned with the business's scale, ensuring compliance with the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA).

8.4.1. Confidentiality Measures

- **Access Control:** Only authorised personnel have access to personal information.

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- Password Protection: Devices and systems used to store personal information (e.g., computers, phones) are secured with passwords.
- Physical Security: Hard copies of sensitive documents are stored in a locked cabinet, and access is restricted to the owner.

8.4.2. Integrity Measures

- Data Validation: All personal information is regularly reviewed for accuracy and completeness to ensure reliability.
- Document Handling Procedures: Sensitive information is handled carefully, and any errors or inconsistencies are promptly corrected.
- Backup Protocols: Essential data is manually backed up to an external hard drive on a regular schedule to protect against data loss or corruption.

8.4.3. Availability Measures

- Manual Record Keeping: Critical records are kept in organised files to allow for quick retrieval when needed.
- Digital Storage: Personal information stored in files in hard copy and electronically is maintained on a secure and well-organised system, with a backup readily available.
- Contingency Planning: A basic contingency plan is in place to restore access to critical information in case of system failure or theft.

8.4.4. Risk Mitigation and Monitoring

- Security Awareness: We maintain a vigilant approach to identifying potential security risks, such as phishing attempts or unauthorised access.
- Regular Audits: Manual checks of stored information are conducted periodically to ensure compliance with legal obligations and to identify potential security gaps.
- Minimisation of Data Processing: Personal information is collected, processed, and retained only when necessary, reducing exposure to risk.

8.4.5. Manual Controls for Data Sharing

- Third-Party Agreements: When personal information is shared with third parties (e.g., service providers, vendors), manual contracts include confidentiality and data protection clauses.
- Consent-Based Sharing: Data subjects are explicitly informed, and their consent is obtained before their information is shared with any third parties.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 for EREBUS BODY CORPORATE on the managing agent website at www.serviceindex.co.za, if any;

9.1.2 head office as listed herein of EREBUS BODY CORPORATE for public inspection during normal business hours;

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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 EREBUS BODY CORPORATE will on a regular basis update this manual.

Anyone wishing to obtain more information should contact the information officer, via email to info@serviceindex.co.za

11. SCHEDULE OF FEES

As per Government Gazette 23119 dated 15 February 2002.

PAIA Fee Structure

Item	Description / Basis	Suggested Fee (ZAR)
Request fee	Non-refundable fee payable when the PAIA request is submitted (except for personal requesters, if you choose to exempt them)	R 140
Photocopy (hard copy, A4, black & white)	Physical copy of paper pages	R 2.00 per page
Printed copy from electronic / machine-readable form (A4)	When pages are printed from digital format	R 2.00 per page
Copy to electronic medium (computer-readable): flash drive (provided by requester)	Digital delivery	Cost of the flash drive + R 40.00
Transcription of visual images (per A4 page or part thereof)	If images (e.g., plans, photos) need to be transcribed	Quotation basis
Copy of visual images	For turning visual images into deliverable format	Quotation basis (depends on service provider)
Transcription of an audio record (per half a A4 page)	When converting audio (meetings, calls) to text	R 24.00 per page
Copy of an audio record	Copying audio onto a medium: - If requester-provided flash drive: R 40.00;	Variable
Search & Preparation Fee	Cost for the time needed to locate, collate, and prepare records for disclosure: - R 150 p/hour (excluding first hour)	R 145/hour
Deposit	When request is likely to involve substantial work (> 6	One-third of estimated access fee

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	hours)	
Postage / Delivery	For physical copies to be posted, or electronic delivery costs (if not free)	Actual cost

12. Requesting Access

Any person may request access to the Body Corporate's records if:

- the record is required for the exercise or protection of a right, and
- the correct PAIA request process is followed.

This includes:

- Owners
- Tenants
- Bondholders
- Managing agents
- Legal representatives
- Members of the public (where legally appropriate)

Procedure for Making a PAIA Request

Step 1: Obtain the Correct Form

All PAIA requests must be made in writing and must use Form 2 prescribed by the Information Regulator.

Form 2 is available from:

- The Information Officer
- The Information Regulator's website

Step 2: Complete the Form Accurately

The requester must clearly state:

1. Full name, identity number, and contact details
2. Specific record requested (be as detailed as possible)
3. Type of access required:
 - inspection,
 - hard copy,
 - electronic copy,
 - audio/visual copy
4. Reason for request (the right you want to protect or exercise)
5. Preferred manner of access (email, USB, post, inspection, etc.)
6. If applicable, proof of relationship or authority (e.g., executor, legal representative)

Requests that lack information may be delayed until clarification is provided.

Step 3: Pay the Prescribed Request Fee as set out below

- The request fee which are listed within this manual.
- The fee must be paid before the request is processed.
- Proof of payment must accompany the request form.

Step 4: Submit the Request

Requests may be submitted:

- By email to the Information Officer

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- By hand delivery to the managing agent / Body Corporate office
- By registered post (not recommended due to delays)

All submissions must be clearly marked:

"PAIA REQUEST – Attention: Information Officer"

Step 5: Acknowledgement of Receipt

The Body Corporate must acknowledge receipt of the request in writing within a reasonable time, usually within 2–3 working days.

Step 6: Processing the Request (Timeframes)

In terms of PAIA:

- The Body Corporate must respond within 30 calendar days.
- The 30-day period may be extended for a further 30 days where:
 - the request is for a large volume of information, or
 - the records are in storage, or
 - consultation with a third party is required.

The requester will be informed in writing if an extension is required.

Step 7: Notice of Decision

The Information Officer will provide a written decision stating:

- Whether the request is granted or refused
- Reasons for refusal (if applicable)
- Access fee payable (copying, preparation, search time)
- How and when the records will be made available

Access is granted only after all fees have been paid.

Step 8: Collection or Delivery of Records

Records will be provided in the requester's chosen format, where reasonably possible:

- Inspection at the Body Corporate office
- Printed copies
- Email or digital copies
- USB / CD (if provided)

Delivery times depend on the amount of preparation required.

3. Remedies (Appeals and Objections)

If a requester is dissatisfied with the Body Corporate's response (for example: request refused, fees disputed, delays), the requester may:

- **Option 1: Lodge an Internal Appeal (Recommended First Step)**

Write to the Information Officer stating the reason for the appeal.

The Body Corporate must review the decision and respond within 14 days.

- **Option 2: Complain to the Information Regulator**

A formal complaint may be lodged with the Information Regulator using the prescribed complaint form.

Contact details of the Regulator must be included in the Manual.

Option 3: Apply to Court

If the requester remains dissatisfied, they may approach:

- the High Court
- Magistrates' Court (if jurisdictional limit applies)

SECTION Y: AUTOMATICALLY AVAILABLE RECORDS (SECTION 52 RECORDS)

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Under Section 52 of PAIA, a private body may voluntarily make certain categories of records automatically available without requiring a formal PAIA request.

The following Body Corporate records are automatically available to owners and may be accessed without completing Form 2:

Automatically Available to Owners

- Conduct rules and management rules
- Any amendments to scheme rules
- Approved budgets
- Scheduled general meeting notices
- AGM pack (agenda, proxy form, trustee nomination forms)
- Contact details of managing agent
- Insurance summary (schedule of insured building value)
- Circulars and newsletters
- Minutes of previous general meetings
- Levy statements (individual owner only)

Automatically Available to Any Person (where applicable)

- The PAIA Manual itself
- Basic scheme information (name of scheme, registration number, physical address)
- Contact details of Information Officer

These records are available:

- on request via email,
- at the Body Corporate office,
- or on the Body Corporate's website (if available).

SECTION 2: UPDATING THE PAIA MANUAL

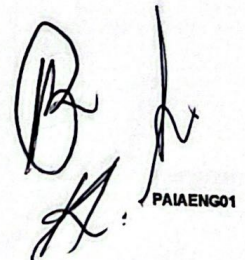
The PAIA Manual must be kept up to date.

The Body Corporate undertakes to update this Manual:

1. Annually, at the first Trustee Meeting after the AGM; or
2. When any material change occurs, such as:
 - changes to legislation
 - new managing agent appointed
 - change of trustees or Information Officer
 - rule amendments
 - changes to categories of records
 - new systems of record-keeping (digital migration, etc.)

Each updated version must:

- include the revision date,
- be approved by two Trustees
- be made available to all owners, and
- be filed electronically on a website and the Regulator site



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POPIA

This manual evinces compliance with the Promotion of Access to Information Act 2000 (Act No. 2 of 2000). Kindly note, however, that in dealing with requests formulated in accordance with the provisions of the Promotion of Access to Information Act (Act No. 2 of 2000) regard will also be given to the provisions of the Protection of Personal Information Act and any requests for information will be processed in accordance with the Promotion of Access to Information Act read with the Protection of Personal Information Act ensuring compliance with the provisions of the Promotion of Access to Information Act and provisions of the Protection of Personal Information Act.

Erebus Body Corporate POPIA and Privacy Policy can be viewed on the website details provided above for further information on their.

The Erebus Body Corporate reserves the right to amend its privacy policy at any time.

Issued by

Hall.

Date: 02/12/2025

Luanne Hall

Managing Director of Service Index SA (Pty) Ltd

'Registered with PPRA' FM100301

As Authorised Information Officer by and On Behalf EREBUS BODY CORPORATE

LuAnne

Date: 30/11/2025

Signed by Trustee 1 EREBUS BODY CORPORATE

Name: Louise Christine DuPlessis

In their Capacity by Resolution dated: _____

PETROH HARRUS KILIAN

Date: 2025/12/01

Trustee 2 EREBUS BODY CORPORATE

Name: Petrian

In their Capacity by Resolution dated: _____

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[Signature]
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