

## PAIA MANUAL

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

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**DATE OF COMPILATION: 12/11/2025**



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## **INTRODUCTION:**

Sibeko Incorporated Attorneys, Conveyancers & Notaries (“the Firm”), is a legal practice offering a broad range of professional services, including but not limited to, litigation, commercial law, conveyancing, and notarial work. The Firm operates from its offices in Rosebank, Johannesburg.

This PAIA Manual is prepared in accordance with the requirements of the Promotion of Access to Information Act 2 of 2000 (PAIA), read together with the relevant provisions of the Protection of Personal Information Act 4 of 2013 (POPIA). As a private body as defined under PAIA, the Firm is required to compile a manual containing the information stipulated in section 51(1) of PAIA.

This Manual sets out the procedures for requesting access to records held by the Firm and outlines the categories of information that may be requested. A copy of this Manual will be made available to the Information Regulator upon request, to any controlling or regulatory body of which the Firm is a member where required and will also be published on the Firm’s website. The Manual will be updated from time to time in accordance with section 51(2) of PAIA to ensure that it remains accurate and compliant.

## DEFINITIONS:

Some of the definitions contained in this Manual are derived from the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA).

2.1. For the purposes of this Manual:

2.1.1. "Client" means a natural or juristic person who or which receives services from Sibeko Incorporated Attorneys.

2.1.2. "Employee" means any person who works for or provides services to or on behalf of the Firm, and receives or is entitled to receive remuneration.

2.1.3. "Guide" means the guide originally published by the SAHRC and updated by the Information Regulator in terms of section 10 of the Act.

2.1.4. "PAIA" means the Promotion of Access to Information Act, Act No. 2 of 2000 as amended from time to time, including the regulations promulgated in terms of the Act.

2.1.5. "POPIA" means the Protection of Personal Information Act, Act No. 4 of 2013.

2.1.6. "Requester" means any person or entity requesting access to a record that is under the control of the Firm.

- 2.1.7. "SAHRC" means the South African Human Rights Commission.
- 2.1.8. "Manual" means this manual which is published in accordance with section 51 of PAIA.
- 2.1.9. "Minister" means the Cabinet member responsible for the administration of justice, presently the Minister of Justice and Constitutional Development.
- 2.1.10. "The Firm" means Sibeko Incorporated Attorneys, Conveyancers & Notaries.
- 2.1.11. "Data Subject" means the person to whom personal information relates.
- 2.1.12. "Consent" means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information.
- 2.1.13. "Information officer" means the head of a private body as contemplated in section 1 of POPIA.
- 2.1.14. "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:
- a. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language, and birth of the person.



- b. information relating to the education or the medical, financial, criminal or employment history of the person.
- c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other assignment to the person.
- d. the biometric information of the person.
- e. the personal views opinions, views, or preferences of the person.
- f. 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.
- g. the views or opinions of another individual about the person; and
- h. 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.

2.1.15. "Processing"

means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including -

- a. The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use.



- b. dissemination by means of transmission, distribution or making available in any other form; or
- c. merging, linking, as well as restriction, degradation, erasure or destruction of information.

2.1.16. "Record"

means any recorded information regardless of form or medium, including any of the following:

- a. Writing on any material.
- b. Information produced, recorded, or stored by means of any tape recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored
- c. Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means.
- d. Book, map, plan, graph or drawing.
- e. photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced.

in possession or under the control of a responsible party whether it was created by a responsible party; and regardless of when it came into existence.

- 2.1.17. "Responsible party" means a private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.
- 2.1.18. "Special personal information" means:
- a. The religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or
  - b. The criminal behavior of a data subject to the extent that such information relates to the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

### **3. AIM**

To facilitate requests for access to records of the Firm as provided for in PAIA.

### **4. PURPOSE OF THE PAIA MANUAL:**

This PAIA Manual serves to assist members of the public by enabling them to:

- 4.1. Identify the categories of records held by the Firm that are available without the need to submit a formal PAIA request.
- 4.2. Understand the procedure for requesting access to records by providing an overview of the subjects on which the Firm holds records, as well as the categories of records available under each subject.
- 4.3. Access information regarding records that the Firm is required to make available in terms of other applicable legislation.



- 4.4. Obtain the contact details of the Information Officer and Deputy Information Officer, who are responsible for assisting the public with access to records.
- 4.5. Access the official PAIA Guide issued and updated by the Information Regulator, as well as understand how to obtain a copy of such Guide.
- 4.6. Understand whether the Firm processes personal information, the purposes for which such information is processed, and the categories of data subjects and related personal information held.
- 4.7. View a description of the categories of data subjects and the types or categories of personal information processed by the Firm.
- 4.8. Know the recipients or categories of recipients to whom personal information may be disclosed.
- 4.9. Determine whether the Firm transfers or intends to transfer personal information outside the Republic of South Africa, and identify the recipients or categories of recipients of such information; and
- 4.10. Understand the Firm's security measures aimed at ensuring the confidentiality, integrity and availability of personal information under its control.

**5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SIBEKO INCORPORATED ATTORNEYS:**

## 5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SIBEKO INCORPORATED ATTORNEYS:

THE INFORMATION OFFICER	
Category	Detail
Name	Sakhile Malvern Sibeko
Telephone	(010) 549 1333
Cell	065 851 0877
Email	<a href="mailto:sakhile@sibekomaziya.co.za">sakhile@sibekomaziya.co.za</a>
Physical address	Suite 4, First Floor 2 Hood Avenue Rosebank Gauteng 2196
Docex	Docex 107 Sandton Exchange
Website	<a href="https://www.sibekomaziya.co.za">https://www.sibekomaziya.co.za</a>

THE DEPUTY INFORMATION OFFICER	
Category	Detail
Name	Sthembile Ntombela
Telephone	(010) 549 1333
Cell	068 389 8792
Email	<a href="mailto:sthemobile@sibekomaziya.co.za">sthemobile@sibekomaziya.co.za</a>
Physical address	Suite 4, First Floor 2 Hood Avenue Rosebank Gauteng 2196
Docex	Docex 107 Sandton Exchange
Website	<a href="https://www.sibekomaziya.co.za">https://www.sibekomaziya.co.za</a>





## **6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE:**

6.1. 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.

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

6.3. The aforesaid Guide contains the description of-

6.3.1. the objects of PAIA and POPIA.

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

6.3.2.1. the Information Officer of every public body, and

6.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA ;

6.3.3. the manner and form of a request for-

6.3.3.1. access to a record of a public body contemplated in section 11;  
and

6.3.3.2. access to a record of a private body contemplated in section 50;

6.3.4. Assistance is available from the IO of a public body in terms of PAIA and POPIA.

6.3.5. the assistance available from the Regulator in terms of PAIA and POPIA.

6.3.6. 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-

- 6.3.6.1. an internal appeal.
- 6.3.6.2. a complaint to the Regulator; and

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.

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.

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.

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;
- 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.

- 6.3.6.3. 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.

- 6.3.7. The provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual.



- 6.3.8. The provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
- 6.3.9. The notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 6.3.10. the regulations made in terms of section 92 .

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.

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 6 above.

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

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

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.

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.

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.”

- 6.4. Members of the public can inspect or make copies of the Guide from the offices of the Firm and the office of the Regulator, during normal working hours:

OFFICE OF THE REGULATOR	
Category	Detail
Physical address:	Woodmead North Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Email address:	<a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>
Website:	<a href="http://www.inforegulator.org.za">www.inforegulator.org.za</a>
Toll Free:	+27 80 001 7160

6.5. The Guide can also be obtained-

- 6.5.1. upon request to the Information Officer of the Firm; or  
6.5.2. from the website of the Regulator: (<https://www.justice.gov.za/inforeg/>).

6.6. A copy of the Guide is available in the following two official languages, for public inspection during normal office hours at the Firm's head office in Rosebank-

- 6.6.1. English and isiZulu



**7. CATEGORIES OF RECORDS OF THE FIRM WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS:**

Category of records	Types of the Record	Available on Website	Available upon request
Contacts	The contact details and address of the firm	X	
Profiles	Director and professional staff profiles	X	
Informative Material	Information about what the firm does.	X	
Mandate	Attorney's fees and terms and conditions.		X

**8. CATEGORIES OF RECORDS OF THE FIRM WHICH ARE AVAILABLE UPON REQUEST:**

The records listed below, which need to be requested in terms of PAIA and/or POPIA, will not be provided in all instances to a requester. In other words, the records held under the various subjects are not automatically available and access to them is subject to the nature of the information contained in the record, as well as the grounds of refusal as set out in PAIA that may be applicable to a request for such records. The procedure in terms of which such records may be requested from the Firm is set out in clause 9 below.



### 8.1. DESCRIPTION OF THE RECORDS OF THE FIRM WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION:

Category of Records	Applicable Legislation
Employment Contracts	Basic conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995 ("BCEA")
Disciplinary records	
Employee cv and accompanying documents	
Employee contacts	
Leave requests	
Remuneration Particulars	
Policies	
Unless a collective agreement, arbitration award or determination made in terms of the BCEA provides otherwise, when an employer on whom a collective agreement, arbitration award or determination is binding then such copy of that agreement, award or determination.	Labour Relations Act 66 of 1995
Details of any strike, lock-out or protest action involving the employees of the employer.	
Financial Statements	The Companies Act 61 of 1973
Resolutions	
LPC Membership details	Legal Practice Act, No. 28 of 2014
Member details	
Letterhead	
Banking records	
Fidelity Fund records	
LPC annual fees records	
Registered post office details	
Firm details	



Professional registration	
Correspondence between attorneys and clients	
Correspondence between attorneys and third parties	
Client file including correspondence, documents, finance, FICA compliance and mandate agreements	
Information pertaining to clients	Financial Intelligence Centre Act 38 of 2001
Records of employee income tax deductions and calculations.	Income Tax Act 95 of 1967
Records of employee's unemployment Insurance claims and history where relevant.	Unemployment Insurance Contributions Act 63 of 2001
Records of Value Added Tax claims and reports	Value Added Tax Act 89 of 1991
B-BBEE Certificates	Broad Based Black Economic Empowerment Act, No 53 of 2003
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Information and Deputy Information Officer registration documents	Protection of Personal Information 4 of 2013
Privacy Policy	
Related Records	



## 8.2. DESCRIPTION OF THE SUBJECTS ON WHICH THE FIRM HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT:

Subjects on which the firm holds records	Categories of records
Human resources	HR policies and procedures Advertised posts Employees records
Firm regulatory details	Resolutions and Financial records
Income tax	Pay-as-you-earn (PAYE) records Documents issued to employees for income tax purposes Records of payments made to South African Revenue Services on behalf of employees Statutory compliance Skills development levies Unemployment Insurance Fund
Labour relations records	Employee documents and records Employment contracts Salary records Leave records Training Records Addresses Internal telephone lists Advertised posts
Finance	Receipts and Payments Bank Statements Creditors and debtors list Budgets Asset register Invoices Salaries
Risk and compliance	Contracts Policies and procedures Compliance records
Others	Supplier lists Agreements with suppliers

### **8.3. PROCESSING PERSONAL INFORMATION:**

- 8.3.1. Chapter 3 of POPIA prescribes the minimum conditions for the lawful processing of personal information. These conditions are mandatory and may not be departed from, except where specific exclusions permitted under POPIA apply.
- 8.3.2. Sibeko Incorporated processes personal information strictly in accordance with POPIA. The Firm ensures that all applicable processing conditions are complied with whenever personal information is collected, stored, used, or otherwise processed. The Firm processes personal information relating to both natural and juristic persons.

### **8.4. PURPOSE FOR PROCESSING PERSONAL INFORMATION:**

- 8.4.1. The Firm processes personal information in the ordinary course of business for the purpose of providing legal and related professional services.
- 8.4.2. Sibeko Incorporated Attorneys processes personal information for various purposes, including but not limited to:
- 8.4.2.1. Providing legal and related services requested by clients.
  - 8.4.2.2. Managing and maintaining commercial and professional relationships with clients.
  - 8.4.2.3. Managing and resolving disputes.
  - 8.4.2.4. Establishing and maintaining relationships with suppliers.
  - 8.4.2.5. Managing contracts, orders, deliveries, invoices, billing, and accounting processes.
  - 8.4.2.6. Issuing quotations, cost estimates, and invoices.
  - 8.4.2.7. Conducting general human resource and finance functions, including fulfilling statutory obligations.
  - 8.4.2.8. Recruitment and employment-related processes.
  - 8.4.2.9. Procurement administration and supplier onboarding.

8.4.2.10. Analysing, evaluating, reviewing, and collating information to determine legal issues, prepare legal advice, and draft or comment on opinions, memoranda, agreements, correspondence, reports, pleadings, and documents relating to legal proceedings.

**8.5. DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND THE INFORMATION RELATING THERETO:**

Categories of DataSubjects	Personal Information that may be processed
Clients	Name, address, registration numbers or identity numbers, employment status, bank details, registration documents, resolutions.
Employees	Name, address, cell phone number, email address, identity numbers, qualifications, gender, race, criminal checks, cvs, bank details.
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Third Parties	Name, telephone number, email addresses, physical addresses.

**8.6. THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED:**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may besupplied
Identity number and criminal checks names, for	South African Police Services
Qualificationsfor verifications qualification	South African Qualifications Authority
Credit and payment credit information history, for	Credit Bureaus
Name, contact number and cellphone	Expert Consultants, Advocates, Legal Authorities where applicable.

## **8.7. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION:**

The Firm may, where necessary, transfer personal information to recipients located outside the Republic of South Africa. Any cross-border transfer of personal information will be undertaken in strict compliance with POPIA. In particular, the Firm will ensure that the foreign recipient is subject to a law, binding corporate rules, or an agreement that provides an adequate level of protection substantially similar to the safeguards contained in POPIA.

## **8.8. DATA SECURITY:**

- 8.8.1. The Firm implements reasonable, appropriate, and adequate technical and organisational measures to ensure that personal information is kept secure and protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure, or unauthorised access. Any third party to whom personal information is transferred is contractually required to apply the same level of security safeguards.
- 8.8.2. The Firm regularly reviews its security controls and related processes to maintain the confidentiality, integrity, and availability of personal information. Where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, the Firm will notify the Information Regulator and the affected data subject, unless the Regulator or a public body responsible for the prevention, detection, or investigation of offences directs that notification would impede a criminal investigation.
- 8.8.3. The Firm restricts access to personal information to employees, contractors, and agents who require such access for legitimate business purposes. These individuals are bound by strict contractual confidentiality obligations and may face disciplinary action or termination of services for failing to comply.

8.8.4. All devices used by the Firm's representatives to access or process personal information are password-protected and subject to security protocols aimed at preventing unauthorised access.

8.8.5. All paper-based records containing personal information are stored securely at the Firm's offices, where access is regulated in accordance with the Firm's physical security protocols.

## **9. REQUEST PROCEDURE IN TERMS OF THE ACT:**

To request access to records held by the Firm in terms of section 53 of PAIA, the requester must complete the prescribed request form (Form 2 of Annexure A to the PAIA Regulations, 2021). A copy of this form is attached to this Manual as **Annexure A**.

Requests must be submitted to the Firm's Information Officer using the contact details provided in clause 5 above.

### **9.1. Information Required in the Request**

The requester must provide sufficient detail on the prescribed form to enable the Information Officer to:

- a. Identify the record being requested; and
- b. Verify the identity of the requester.

### **9.2. The requester must also:**

- a. Indicate the capacity in which the request is made (whether the request is made in their personal capacity or on behalf of another person or entity.)
- b. Attach proof of identity if the request is made on their own behalf.
- c. Provide proof of authority if the request is made on behalf of another person or organisation.
- d. Specify the type of record requested, the form of access required, and provide contact details.
- e. Identify the right to be exercised or protected and explain why the record is required in order to exercise or protect that right.

The requester must comply with all procedural requirements in PAIA applicable to requests for access.

### **9.3. Grounds for Refusal of Access**

The Firm may refuse access to records on any of the grounds listed in Chapter 4, Part 3 of PAIA. These grounds include, but are not limited to:

- 9.3.1. Unreasonable disclosure of personal information about a third party.
- 9.3.2. Protection of the Firm's or a third party's commercial information.
- 9.3.3. Protection of the confidential information of a third party.
- 9.3.4. Protection of the safety of individuals or property.
- 9.3.5. Legal privilege applicable to the record.
- 9.3.6. Protection of research information of the Firm or a third party.

### **9.4. Remedies for refusal to request for information**

#### **9.4.1. Internal remedy:**

The Firm does not have an internal appeal procedure. Accordingly, the decision of the Information Officer is final. If a request for access to information is refused and the requester is dissatisfied with the decision, the requester must pursue the external remedies available in terms of PAIA.

#### **9.4.2. External remedy:**

If the requester is not satisfied with the Information Officer's decision, he/she/it may lodge a complaint with the Information Regulator within 180 days of receiving the decision that forms the basis of the grievance.

Once the Regulator's complaints process has been finalised, the requester may apply to a competent court for appropriate relief. Such an application may be brought in either a Magistrates' Court or a High Court.

## **9.5. Records That Cannot Be Found or Do Not Exist**

If the Firm has taken all reasonable steps to find a record and it cannot be located, or if there are reasonable grounds to believe the record does not exist, the Information Officer will notify the requester by means of an affidavit or affirmation confirming that access is not possible.

## **9.6. Notification of Decision**

Once a decision has been made to grant or refuse access, the Information Officer will notify the requester using a form similar to Form 3 of Annexure A to the PAIA Regulations.

The notification will include any fees payable.

A request for a copy of the PAIA Guide may not be refused.

If the requester wishes to receive the decision in a particular manner (e.g., email, post, or fax), this must be clearly stated in the request together with the necessary contact details.

## **9.7. Timeframes**

The Firm will respond to a request within 30 days of receipt, unless the request triggers the third-party notification procedure under Chapter 5 of PAIA. Where necessary and permitted by section 57 of PAIA, this period may be extended.

## **10. FEES PAYABLE:**

The access fees payable for reproducing information that is automatically available from the Firm are as follows:

Item	Cost per A4- size page or part thereof/item	Number of pages/items	Total
For every photocopy black and white copy of an A4 size page or part thereof	R2.00		
Printed copy black and white copy of an A4 size page or part thereof	R2.00		
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		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record Flash drive To be provided by requestor 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		
Deposit: if search exceeds 6 hours	<i>Calculated at one third of the total amount per request</i>		

## **11. AVAILABILITY OF THE MANUAL:**

A copy of the Manual is available:

- 11.2.1. on the firm's website: [www.sibekomaziya.co.za](http://www.sibekomaziya.co.za);
- 11.2.2. at the offices of the firm for public inspection during normal business hours.
- 11.2.3. to any person upon request and upon the payment of the reasonable prescribed fees; and
- 11.2.4. to the Information Regulator upon request.

## **12. UPDATING OF THE MANUAL:**

The head of the firm will update this manual on a regular basis.

***Issued and signed electronically by  
Sakhile Malvern Sibeko  
Director  
Sibeko Incorporated Attorneys***