



San Lameer *Villa Rentals*

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SAN LAMEER VILLA RENTALS

(Registration Number 1999/026484/07)

ACCESS TO RECORDS MANUAL

**(as required by section 51 of the Promotion of Access to Information Act 2 of 2000)
("the Act")**

Approved at a Board meeting on 21 August 2026.

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1. INTERPRETATION

In this document, clause headings are for convenience only and shall not be used in its interpretation unless the context clearly indicates otherwise –

- 1.1 An expression which denotes –
- a) Any gender includes the other genders;
 - b) A natural person includes an artificial or juristic person and vice versa;
 - c) The singular includes the plural and vice versa.
- 1.2 The following expressions bear the meanings assigned to them below, and cognate expressions bear corresponding meanings –
- a) **“this document”** – this document together with all its annexures, as amended from time to time;
 - b) **“the company”** – San Lameer Villa Rentals;
 - c) **“the Act”** – Promotion of Access to Information Act No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;
 - d) **“request liaison officer”** – the person duly authorised by the head of the company and appointed by the company to facilitate or assist the head of the company with any request in terms of the Act.
 - e) **“Access Fee”** - the fee as envisaged in paragraph 13 below
 - f) **“Information Regulator”** - the Information Regulator established in terms of the Protection of Personal Information Act, No. 4 of 2013;
 - g) **“Prescribed Form”** - the prescribed Access to Records of a Private Body form, annexed hereto for ease of reference;
 - h) **“Record”** - any recorded information-
 - regardless of form or medium;
 - the possession or under the control of the Company; and
 - whether or not it was created by the Company;
 - i) **“Requester”** - any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of the Company or a person acting on behalf of such aforesaid person;
 - j) **“Request Fee”** - the fee as envisaged in paragraph 13 below
 - k) **“Third Party”** - any person (including, but not limited to, a public body) other than the Requester, but, for the purposes of sections 34 and 63 of the Act, and paragraph 15 below, the reference to 'person' must be construed as a reference to a 'natural person';
 - l) **“POPIA”** - the Protection of Personal Information Act No. 4 of 2013, including all regulations and amendments applicable thereto.
- 1.3 Any reference to any statute, regulation, or other legislation shall be a reference to that statute, regulation, or other legislation as amended, replaced, or substituted from time to time.
- 1.4 If any provision in a definition is a substantive provision conferring a right or imposing an obligation, effect shall be given to that provision as if it were a substantive provision in the body of this document.
- 1.5 Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document.
- 1.6 Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day

of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day.

- 1.7 Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be.
- 1.8 The use of the word “including” followed by a specific example(s) shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example(s);
- 1.9 Insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail.
- 1.10 This document does not purport to be exhaustive of, or to comprehensively address, every procedure provided for in the Act. A requester is encouraged to familiarise himself, herself, or itself with the provisions of the Act before lodging any request with the Company.
- 1.11 Nothing in this document should be construed as limiting or restricting, or adding to or enhancing, any right which a person may have in terms of the Act.

2. AIM

The purpose of this manual is to facilitate requests for access to records held by the Company in accordance with the Act.

3. BUSINESS OF THE COMPANY

San Lameer Villa Rentals offers luxury self-catering accommodation on a secure coastal golf estate, providing guests with comfortable, fully equipped villas for holiday, golf, and corporate stays.

- 3.1 To provide booking management services for self-catering villa accommodation on behalf of homeowners who wish to rent out their private villas.
- 3.2 To provide guest support services and coordinate quality-controlled housekeeping for villas under management.
- 3.3 To manage homeowner rental mandates, owner liaison, operational administration, and related rental management services.
- 3.4 For purposes of the Act, San Lameer Villa Rentals is regarded as a private body.
- 3.5 Relationship with San Lameer Homeowners Association

San Lameer Villa Rentals (Pty) Ltd is a separate juristic entity and private body for purposes of the Promotion of Access to Information Act, 2000 (“PAIA”). Although the Company operates as a subsidiary of San Lameer Homeowners Association NPC (“HOA”) and may make use of certain shared administrative, operational, governance, or support services, the Company maintains its own records and is responsible for responding to requests relating to records under its lawful control.

Requests relating primarily to the affairs, governance, operations, policies, residents, security, estate management, finances, or activities of the HOA must be directed to the HOA in accordance with the HOA's PAIA Manual and applicable access-to-information procedures.

4. DETAILS

Full name: San Lameer Villa Rentals (PTY)LTD

Registration No.: 1999/026484/07

Postal address: PO Box 78

Southbroom, 4277

Physical address: San Lameer Estate, Main Road, Lower South Coast, KwaZulu-Natal

South Africa

Telephone: (039) 313 0450

Website: <https://www.stayatsanlameer.co.za>

Email: marieta.villaren@sanlameer.co.za

5. CONTACT DETAILS OF THE HEAD OF THE COMPANY AND REQUEST LIAISON OFFICER

The Information Officer of the Company is Marieta Brierley. Her contact details are as follows –

Telephone: (039) 313 0450

Email: marieta.villaren@sanlameer.co.za

The request liaison officer is Marieta Brierley. Her contact details are as follows –

Telephone: (039) 313 0450

Email: marieta.villaren@sanlameer.co.za

6. INFORMATION REGULATOR GUIDE

The Information Regulator has compiled a guide, as contemplated in section 10 of the Act, containing information to assist any person who wishes to exercise any right contemplated in the Act.

The contact details of the Information Regulator are as follows –

Physical address	:	JD House, 27 Stiemens Street Braamfontein, 2001
Telephone	:	(010) 023 5200
Email	:	enquiries@infoeregulator.org.za
Website	:	www.infoeregulator.org.za

7. REQUESTOR OF INFORMATION

- 7.1. Access shall be granted to any record held by the Company if –

- a) That record is required for the exercise or protection of any rights;
- b) The requestor complies with the procedural requirements of the Act relating to a request for access to that record; and
- c) Access to that record is not refused in terms of any of the grounds for refusal contemplated in Chapter 4 of Part 3 of the Act; and
- d) The request includes a request for access to a record containing personal information about the requestor or the person on whose behalf the request is made.

7.2. A public body may request records only to protect its rights or, where it is not protecting its rights, where it acts in the public interest.

8. RECORDS VOLUNTARILY DISCLOSED OR AUTOMATICALLY AVAILABLE

The following records of the Company are voluntarily disclosed or may be made available without the need to submit a formal PAIA request, subject to operational requirements and lawful limitations –

- a) General company contact details
- b) This PAIA Manual
- c) General descriptions of booking and guest services
- d) Publicly available marketing and promotional information
- e) Forms or standard documents made available to guests, owners, or suppliers from time to time

9. RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO EMPLOYEES

9.1. The following records are automatically available to employees and need not be requested in accordance with the procedure outlined below –

- a) personnel records are available to the employee whose records it is;
- b) records of disciplinary hearings and related matters are available to the employee concerned;
- c) Key performance assessment records of the employee concerned are available to that employee;
- d) the company's policies and procedures manuals;
- e) the company's Standard Operating Procedure manuals.

10. RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION AS PROVIDED FOR IN SECTION 51(1)(d) OF THE ACT

10.1 The following records are not automatically available without a request in terms of the Act. All statutory returns –

- (i) Income tax;
- (ii) PAYE;
- (iii) UIF;
- (iv) SDL;
- (v) ETi;
- (vi) Workmen's compensation;
- (vii) Occupational Health and Safety files and policies;
- (viii) Occupational Injury and Disease records;
- (ix) Company and Intellectual Property Commission registrations;
- (x) Employment Equity Plan.

These records may be held by the Company to comply with its obligations under applicable legislation, including but not limited to:

- a) Companies Act, 71 of 2008
- b) Protection of Personal Information Act, 4 of 2013 (POPIA)
- d) Financial Intelligence Centre Act, 38 of 2001 (FICA), where applicable
- e) Basic Conditions of Employment Act, 75 of 1997 (BCEA)
- f) Labour Relations Act, 66 of 1995 (LRA)
- g) Unemployment Insurance Act, 63 of 2001 (UIF Act)
- h) Compensation for Occupational Injuries and Diseases Act, 130 of 1993 (COIDA)
- i) Occupational Health and Safety Act, 85 of 1993 (OHSA)
- j) Value-Added Tax Act, 89 of 1991 (VAT Act)
- k) Income Tax Act, 58 of 1962
- l) Electronic Communications and Transactions Act, 25 of 2002
- m) Consumer Protection Act, 68 of 2008

11. RECORDS HELD BY THE COMPANY AS PROVIDED IN SECTION 51(1)(e) OF THE ACT.

11.1 These records are not automatically available and may be accessed only upon a request submitted in terms of the Act. Access to such records is subject to sections 63 to 70 of the Act, which set out the circumstances in which the head of a private body must or may refuse a request for access.

a) Human Resources

- (i) Personnel information, including personal information, lists of employees, salaries, employment history and health records that the company may hold from time to time;
- (ii) Training and development information;
- (iii) General files containing information on employee benefits, leave, disciplinary actions, employee recruitment and selection, employee contracts and appointments, personal tax information, union memberships, PSIRA or other memberships and attendance records;

b) Finance and Accounts records

- (i) Financial records, including payments, expenses, receipts and income,
- (ii) Lists and details regarding the company's creditors and debtors;
- (iii) Salary information and records;
- (iv) Bank account and investment records;
- (v) Budget records;
- (vi) Asset registers.

c) Guest, Owner and customer records

- (i) Guest booking records, including reservation details, stay history, preferences, identity information, and contact details;
- (ii) Homeowner records, including owner identity documents, proof of residence, bank confirmation letters, mandates, purchases, and correspondence;
- (iii) Financial records relating to guests, owners, suppliers, and the company, including invoices, payment records, bank statements, card slips, and banking details;
- (iv) Guest communications, reviews, complaints, and service-related correspondence;
- (v) Supplier and contractor records, including service agreements, contact details, invoices, and compliance documents;
- (vi) Access control and security-related records, including entry logs and related records where applicable.

- d) Contracts, supplier agreements and service level agreements, which also include lists of suppliers as well as agreements where the company provide services, maintenance plans, schedules and records;
- e) Information technology
 - (i) Records of persons with access to information systems, their passwords and access trial records;
 - (ii) Agreements with Information Technology service provider, including their access to personal information of guests, homeowners, employees, suppliers and service providers;
 - (iii) Records of correspondence;
 - (iv) Records of reports and statistics;
- f) Access, egress and surveillance information
 - (i) CCTV footage from the static CCTV camera placements within the given time period of which the images are stored;
 - (ii) Access and Egress logs for residents, and visitors to the estate;
 - (iii) Security logs of foot patrols and incident logs as recorded;
- g) HOA-related records

San Lameer Villa Rentals may, in the course of its operations, have access to or hold copies of certain records originating from or relating to San Lameer Homeowners Association NPC ("HOA"). Such records remain subject to the HOA's governance and record management processes.

Where a request relates primarily to HOA records, policies, procedures, security records, estate governance matters, resident information, or any matter under the custody or control of the HOA, the requester may be referred to the HOA's PAIA Manual and information access procedures.

Nothing in this Manual shall be construed as obliging San Lameer Villa Rentals to provide access to records that are under the custody or control of the HOA and not under the lawful control of San Lameer Villa Rentals.

12. PROCESS OF REQUESTING INFORMATION / RECORDS NOT AUTOMATICALLY AVAILABLE

A request for access must be made on the prescribed form (Form 2).

A copy of Form 02 is available from the website of the Information Regulator.

Requests must be submitted on the prescribed Form 02, as updated by the Information Regulator from time to time.

The prescribed form must be submitted to the request liaison officer at the stated physical or email address, who shall refer it to the head of the Company.

- 12.1. The same procedure as set out in 12.1 and 12.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.

The head of the Company shall, as soon as reasonably possible and within 30 days after receipt of the request, decide whether to grant or refuse the request.

- 12.2. The requester will be notified of the decision of the head of the company or the request liaison in the manner indicated by the requester.
- 12.3. If the request is granted, the requester shall be informed by the head of the company or the request liaison officer in the manner indicated by the requester in the prescribed form.

Notwithstanding the aforesaid, the Company will advise the requester, in the manner stipulated in the prescribed form, of –

- a) The access fee to be paid for the information (in accordance with paragraph 13);
 - b) The format in which access will be given; and
 - c) The fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted.
- 12.4. After access is granted, actual access to the record requested will be given as soon as reasonably possible.

If a request for access is refused, the head of the Company or the request liaison officer shall notify the requester in writing of the refusal. The notice of refusal shall state –

- a) Adequate reasons for refusal;
 - b) That the requester may lodge an appeal with a court of competent jurisdiction against the refusal of the request (including the period) for lodging such an appeal, in terms of Section 78 of the Act. The full text of Section 78 of the Act and related provisions may be accessed via the website of the Information Regulator at www.inforegulator.org.za, or can be provided upon written request.
- 12.5. Upon the refusal by the head of the company or the request liaison officer, the deposit paid by the requester will be refunded.
 - 12.6. If the head of the company or the request liaison officer fails to respond within thirty days after a request has been received, it is deemed, in terms of section 58 read together with section 56(1) of the Act, that the head of the company or the request liaison officer has refused the request.
 - 12.7. The head of the company may decide to extend the period of thirty days (“original period”) for another period of not more than thirty days if –
 - a) The request is for a large number of records;
 - b) The search for the records is to be conducted at premises not situated in the same town or city as the head office of the company;
 - c) Consultation among divisions or departments, as the case may be, of the company is required;
 - d) The requester consents to such an extension in writing; and
 - e) The parties agree in any other manner to such an extension.

If the Company requires an extension of time, the requester shall be informed, in the manner stipulated in the prescribed form, of the reasons for the extension.

- 12.8. The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section, in terms of Section 78 of the Act. The full text of Section 78 of the Act and related provisions may be accessed via the website of the Information Regulator at www.inforegulator.org.za, or can be provided upon written request.

13. FEES PAYABLE

- 13.1. The fees for reproduction of a record as referred to in section 52(3) are as follows –
- | | |
|---|--------|
| a) For every photocopy of an A4 size page or part thereof | R01.10 |
| b) For every printed copy of an A4-size page or part thereof | R00.75 |
| c) For a copy of a compact disc | R70.00 |
| d) For a transcript of visual images for an A4 size page or part thereof | R40.00 |
| e) For a copy of visual images | R60.00 |
| f) For a transcript of an audio record, for an A4-size page or part thereof | R20.00 |
| g) For a copy of an audio record | R30.00 |
- 13.2. The request fee payable by a requester, other than a personal requester is R50.00
- 13.3. If the head of the company or if the request liaison officer is of the opinion that six hours will be exceeded to search, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R30.00 for each hour or part thereof, exceeding the six hours.

14. INFORMATION OR RECORDS NOT FOUND

- 14.1. If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of the company or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 14.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the head of the company or the request liaison officer with every person who conducted the search.
- 14.3. The notice as set out in 14.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.
- 14.4. If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the head of the company or the request liaison officer.
- 14.5. The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.

15. INFORMATION REQUESTED ABOUT A THIRD PARTY

- 15.1 The Promotion of Access to Information Act (sections 71 to 74) sets out specific procedures that apply when a requester seeks access to a record that contains information about a third party, including individuals or entities such as employees, contractors, service providers, or residents.
- 15.2 Before granting access to such a record, the head of the company or the request liaison officer must:
- Notify the third party in writing of the request for access, describing the nature of the record and the requester's stated reason (if any);
 - Inform the third party of their rights in terms of section 71 to:

- i. Make written representations within 21 calendar days stating why the record should not be disclosed, or
 - ii. Consent to the disclosure of the record;
- c) Consider the third party's response, including any objection, and weigh it against the requester's right of access;
- d) If applicable, notify the requester of any refusal or partial refusal of access and inform them of their right to appeal such a decision in a court of competent jurisdiction. The full text of Section 78 of the Act and related provisions may be accessed via the website of the Information Regulator at www.inforegulator.org.za, or can be provided upon written request.

15.3 Access to the record will not be granted until the third-party notification and objection process is complete, and any resulting disputes have been resolved, unless otherwise directed by a court.

15.4 The attention of both requesters and third parties is drawn to Chapter 5 of Part 3 of the Act, which governs disputes regarding third-party information and access decisions.

16. PROTECTION OF PERSONAL INFORMATION (POPIA)

16.1 San Lameer Villa Rentals processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

16.2 Categories of personal information processed may include, but are not limited to:

- a) Names, identity numbers, passport details where applicable, contact details, and booking information of guests, owners, employees, suppliers, and contractors;
- b) Financial and banking details, including invoices, payment records, bank statements, card slips, and bank confirmations;
- c) Identity verification and compliance information, including ID copies, proof of residence, and supporting documents required for regulatory or contractual purposes;
- d) Guest reviews, complaint records, email correspondence, and service communications;
- e) Access control records and security-related information where applicable;
- f) Employment and human resources information, including staff records and payroll-related details.

16.3 Purpose of processing:

- a) Managing bookings, reservations, guest stays, and related guest services;
- b) Administering homeowner rental mandates and owner liaison;
- c) Processing payments, invoicing, refunds, and financial administration;
- d) Communicating with guests, homeowners, suppliers, employees, and service providers;
- e) Complying with legal, regulatory, financial, and operational obligations;
- f) Managing service delivery, housekeeping coordination, maintenance follow-up, and supplier relationships;
- g) Administering employment, payroll, and human resources processes.

16.4 Lawful grounds for processing:

The Company may process personal information on any lawful ground recognised by POPIA, including consent, contractual necessity, compliance with legal obligations, and legitimate interests where applicable.

- a) Consent of the data subject;

- b) Performance of a contract to which the data subject is party;
- c) Compliance with legal obligations;
- d) Protection of a legitimate interest of the data subject;
- e) Performance of a public law duty; or
- f) Legitimate interests of the Company or a third party.

16.5 The Company's POPIA-related policies and procedures may be made available on request, subject to lawful limitations.

17. SECURITY SAFEGUARDS AND IT PROTECTION MEASURES

17.1 San Lameer Villa Rentals acknowledges its responsibility to implement appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in its possession or under its control, in compliance with section 19 of POPIA.

17.2 The following safeguards are in place to protect personal and sensitive information:

- a) Physical security measures to protect paper-based and electronic records held at the Company's offices or other approved storage locations;
- b) Access control measures to ensure that only authorised persons may access personal or confidential information;
- c) Reasonable electronic and network security protections for systems used in booking, administration, and communication;
- d) Secure handling, transmission, and storage of personal and financial information where appropriate;
- e) Monitoring and administrative controls to reduce the risk of unauthorised access, loss, misuse, or disclosure of information;
- f) Retention and destruction practices aimed at keeping records only for as long as necessary for business, contractual, legal, or regulatory purposes;
- g) Confidentiality and data protection obligations imposed on relevant service providers, contractors, and staff members;
- h) Periodic review of policies, procedures, and safeguards where reasonably required.

17.3 Data subjects may request further information regarding these safeguards by contacting the Information Officer or the request liaison officer.

18. UPDATING OF MANUAL

The Company may update this manual from time to time, including where required by legislative amendment, regulatory guidance, or operational changes.