

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Benita Ardenbaum Incorporated

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and the Protection of Personal Information Act 4 of 2013 ("POPIA").

1. Introduction

Benita Ardenbaum Incorporated ("the Firm") is a private company duly Incorporated in accordance with the laws of the Republic of South Africa. The Firm conducts business as a professional services practice. Specialising in family law, conveyancing and commercial law.

This PAIA Manual is compiled in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended, and incorporates the requirements of the Protection of Personal Information Act 4 of 2013 ("POPIA").

The purpose of this Manual is to provide a reference to the records held by the Firm, to set out the procedure to request access to such records, and to confirm the Firm's commitment to transparency, accountability, and lawful processing of personal information.

2. Company Details

Registered name: Benita Ardenbaum Incorporated

Registration number: 2012/185864/21

VAT number: 4500 285301

Physical address:

1st Floor, 2nd Building
98 Armstrong Avenue
La Lucia Ridge
Durban
South Africa

Telephone: 031 536 6000

Email Address: office@baattorney.co.za

Website: <https://benitaardenbaum.com/>

3. Information Officer

In terms of PAIA and POPIA, the Director of Benita Ardenbaum Incorporated is the designated Information Officer of the Firm.

The Information Officer is responsible for:

- Ensuring compliance with PAIA and POPIA;
- Receiving and processing requests for access to records;

- Dealing with requests for access to personal information;
- Liaising with the Information Regulator.

All requests for access to records must be directed to the Information Officer at the Firm's contact details set out above.

4. Guide on How to Use PAIA

The Information Regulator has published a guide on how to use PAIA, which is available in all official languages.

Information Regulator contact details:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone: 010 023 5200

Email (complaints): PAIAComplaints.IR@justice.gov.za

Email (enquiries): enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

5. Records Available Without a Formal PAIA Request

The following categories of records are automatically available without the need to submit a formal PAIA request:

- Information available on the Firm's website;
- Marketing and promotional material;
- Public corporate information as required by law;

6. Records Available in Terms of Other Legislation

The Company retains records in terms of the following legislation (where applicable):

- Companies Act 71 of 2008
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Occupational Health and Safety Act 85 of 1993
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

7. Categories of Records Held by the Company

The Company holds records relating to the following categories:

7.1 Corporate and Administrative Records

- Incorporation documents
- Statutory records
- Shareholder and director information

7.2 Financial Records

- Accounting records
- Annual financial statements
- Tax records
- Banking and payment records

7.3 Human Resources Records

- Employment contracts
- Personnel files
- Payroll records
- Training and disciplinary records

7.4 Client and Service Provider Records

- Client agreements
- Correspondence
- Service provider contracts
- Invoices and statements

7.5 Information Technology

- IT systems documentation
- Security and access control records

Note: Access to the above records may be refused on grounds set out in PAIA.

8. Processing of Personal Information (POPIA)

The Firm processes personal information strictly in accordance with POPIA and applicable data protection principles.

8.1 Categories of Data Subjects

The Firm processes personal information relating to:

- Employees and prospective employees;
- Clients and prospective clients;
- Service providers and suppliers;
- Directors and shareholders;
- Visitors to the Firm's offices and website.

8.2 Purpose of Processing

Personal information is processed for lawful purposes, including:

- Providing professional services;
- Compliance with legal and regulatory obligations;
- Employment and human resource management;
- Financial, tax, and operational administration;
- Client onboarding and due diligence;
- Website administration and security.

8.3 Security Measures

The Firm has implemented appropriate technical and organisational measures to safeguard personal information, including access controls, secure IT systems, confidentiality undertakings, and data minimisation practices.

9. Request Procedure

A request for access to a record must be made on the prescribed Form 2 (Annexure A to the PAIA Regulations, 2021) and submitted to the Information Officer.

The requester must:

- Provide sufficient detail to enable the record to be identified;
- Identify the right that is sought to be exercised or protected;
- Explain why the record is required for the exercise or protection of that right;
- Provide proof of identity and authority where applicable.

The Information Officer will consider the request and respond within the timeframes prescribed by PAIA.

10. Fees

The prescribed fees applicable to requests for access to records of private bodies are set out in Annexure B to the PAIA Regulations, 2021. (Attached here under is form 3)

A request fee may be payable before a request is processed, except where the request is made for personal information. Access fees may be payable for the reproduction, search, and preparation of records. (Attached here under is form 02 – request for access to a record)

11. Availability of the Manual

This PAIA Manual is available:

- On the Firm's website;
- At the Firm's offices for inspection during normal business hours;
- From the Information Officer upon request.

12. Amendments

The Company reserves the right to amend this PAIA Manual from time to time to ensure ongoing compliance with PAIA and POPIA.

Last updated: January 2026

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

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Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

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

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

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

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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4. Fees payable with regards to your request:

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

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

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer