



Your
Home Journey
Starts Here

Your Trusted Partner

- Property Management
- Rentals
- Sales

Supporting

- Intern Agents
- Intern Training



☎ 082 446 5919

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✉ rentalscoramrs@outlook.com

CORAM REALTY SPECIALISTS

PAIA MANUAL

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

1. INTRODUCTION

This Manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"), as amended, and addresses the requirements of the Protection of Personal Information Act, 4 of 2013 ("POPIA").

The purpose of this Manual is to:

- Provide a description of the types of records held by Coram Realty Specialists
 - Outline the process for requesting access to such records
 - Inform requesters of their rights under PAIA and POPIA
-

2. COMPANY DETAILS

Company Name: Coram Realty Specialists

Registration Number: 2026/418199/07

Physical Address: 119 Woodgate road Plumstead

Postal Address: 119 Woodgate Road, Plumstead, Cape Town, 7801

Telephone Number: 082 446 5919

Email Address: salescoramrs@outlook.com



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Website: www.coramrealtyspecialist.co.za

3. INFORMATION OFFICER

Information Officer: Lizanne Roux

Email: salescoramrs@outlook.com

Telephone: 082 446 5919

The Information Officer is responsible for:

- Ensuring compliance with PAIA and POPIA
 - Handling all information access requests
 - Managing data protection processes
-

4. GUIDE ON HOW TO USE PAIA

A guide on how to use PAIA is available from the Information Regulator:

Website: <https://www.justice.gov.za/inforeg/>

Email: POPIAComplaints@info regulator.org.za

5. RECORDS AVAILABLE WITHOUT A REQUEST

The following records may be available without a formal PAIA request:

- Marketing brochures
 - Property listings
 - Website content
 - Social media content
 - Public company information
-



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6. RECORDS HELD BY CORAM REALTY SPECIALISTS

6.1 Personnel Records

- Employment contracts
- Employee records
- Payroll records
- Disciplinary records

6.2 Financial Records

- Accounting records
- Tax records
- Bank statements
- Invoices and receipts

6.3 Client and Property Records

- Property sale agreements
- Lease agreements
- Tenant applications
- Property ownership details
- Property valuations
- Rental payment records
- Property management records

6.4 Compliance Records

- FICA documentation
- Identity verification records
- Proof of residence
- Credit checks

6.5 Company Records

- Company registration documents
- Shareholder records
- Business plans
- Internal policies



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6.6 IT and Website Records

- Website analytics
- Cookies and tracking data
- Email communications
- Digital records

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Coram Realty Specialists retains records in accordance with applicable legislation, including:

- Companies Act 71 of 2008
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Financial Intelligence Centre Act 38 of 2001 (FICA)
- Estate Agency Affairs Act / PPRA regulations
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991

8. PROCESSING OF PERSONAL INFORMATION (POPIA)

8.1 Purpose of Processing

Coram Realty Specialists processes personal information for:

- Property sales transactions
- Rental management and tenant screening
- Property development projects
- Client communication
- Legal and regulatory compliance

8.2 Data Subjects

- Buyers and sellers
- Landlords and tenants



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- Property investors
- Contractors and service providers
- Website users

8.3 Categories of Personal Information

- Identification details
- Contact details
- Financial information
- Property-related information
- FICA documentation

8.4 Recipients of Personal Information

- Conveyancing attorneys
- Bond originators
- Financial institutions
- Credit bureaus
- Regulatory authorities

9. REQUEST PROCEDURE

To request access to records, a requester must:

1. Complete the prescribed PAIA Request Form (Form 2)
2. Submit the request to the Information Officer
3. Provide sufficient detail to identify the record
4. Pay the prescribed request fee (if applicable)

10. FEES

Fees are payable in accordance with the PAIA Regulations and may include:

- Request fee
- Access fee



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- Reproduction fee

The requester will be notified of any fees before processing.

11. GROUNDS FOR REFUSAL OF ACCESS

Access to records may be refused in terms of PAIA where:

- The information contains personal data of a third party
- The information is commercially sensitive
- The information is legally privileged
- Disclosure would breach confidentiality

12. REMEDIES AVAILABLE

If a request is denied, the requester may:

- Lodge an internal appeal (if applicable)
- Submit a complaint to the Information Regulator
- Apply to a court for relief

13. AVAILABILITY OF THE MANUAL

This Manual is available:

- On the Coram Realty Specialists website
- At the company's physical offices upon request

14. UPDATES TO THIS MANUAL

Coram Realty Specialists reserves the right to update this Manual as required.



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