



PAIA Manual: Estelle Victor Properties (Pty) Ltd

Prepared in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (PAIA) and addressing the requirements of the Protection of Personal Information Act, No. 4 of 2013 (POPIA).

Document Control & Compliance Summary

- Policy Owner: Estelle Victor Properties (Pty) Ltd

Statutory Registration Profiles

- Company Registration Number: 2024/567451/07
- SARS Tax Number: 9097490289 | VAT Number: 4050322736
- PPRA Firm Pin: F5550 | PPRA FFC Certificate Nr: 202514009110000
- FIC Registration Number: 73133

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1. Introduction & Objectives

This Manual is compiled and published in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA"), read together with the Protection of Personal Information Act, No. 4 of 2013 ("POPIA").

The main objectives of this document are to:

- **Facilitate Requests:** Give clear instructions to any external requester on how to ask for records held by the Company.
- **Define Records:** Disclose the categories of operational and compliance records maintained by the firm.
- **Map Data Flows:** Outline how personal information is collected, processed, and safeguarded under POPIA rules.
- **Enforce Compliance:** Foster corporate transparency, accountability, and legal governance within the South African real estate landscape.

2. Company Details & Contact Information

Detail Entity Field Corporate Information Record

Registered Name Estelle Victor Properties (Pty) Ltd

Physical Address 39 Unie Street, Uniepark, Stellenbosch, 7600, South Africa

Postal Address 39 Unie Street, Uniepark, Stellenbosch, 7600, South Africa

Telephone Line +27 83 725 6463

Primary Email estelle@estellevictor.co.za

Official Website www.estellevictor.co.za

3. Information Officer Profile

In compliance with the provisions of POPIA, the Director of the Company naturally serves as the designated Information Officer.

- **Information Officer Name:** Estelle Victor
- **Designation:** Director and Information Officer
- **Direct Telephone:** +27 83 725 6463
- **Direct Email:** estelle@estellevictor.co.za
- **Deputy Information Officer:** No Deputy Information Officer has currently been appointed.



4. Description of Business Services

Estelle Victor Properties (Pty) Ltd operates as a fully registered, compliant property practitioner firm offering professional real estate services, including:

- Residential property sales and leasing mandates.
- Comprehensive property management and tenant placement services.
- Professional comparative market assessments and property marketing.
- Real estate strategic consulting and property investment guidance.
- Strict execution of Financial Intelligence Centre (FIC) and PPRA regulatory mandates.

5. The Official PAIA Guide

The Information Regulator has compiled a detailed guide (available in terms of Section 10 of PAIA) outlining how members of the public can exercise their right to access information.

- Regulatory Body: The Information Regulator of South Africa
- Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Official Website: <https://www.inforegulator.org.za/>
- General Inquiries Email: PAIACompliance@inforegulator.org.za

6. Records Automatically Available

(Available without a formal PAIA request or fee)

The following documents are accessible to the public on our digital platforms or via inspection at our office:

- Active property listings (sales, rentals, and portfolio highlights).
- Corporate brochures, company profiles, and consumer marketing materials.
- General real estate advisory and service explanations.
- Publicly hosted website information and official registration credentials where legally permitted.

7. Structured Categories of Records Held

Note on Disclosure: The listing of these records does not imply that access will be automatically granted. All requests are evaluated individually against the grounds for refusal set out in PAIA.



Financial & Corporate Records

(Maintained in conjunction with C2M Chartered Accountants)

- Annual Financial Statements and formal books of account.
- Internal accounting folders, vendor invoices and banking details.
- SARS income tax folders, returns, and corporate VAT compliance files.

Human Resources Records

- Employment contracts and working arrangements (comprising three active independent contractors).

Client & Transactional Records

- Sole and open sale mandates, alongside exclusive lease mandates.
- Executed Offer to Purchase (OTP) agreements and binding lease contracts.
- Statutory Client Due Diligence portfolios and FICA verification dossiers.

Property Management Folders

- Historical market assessment calculations and written reporting lines.
- Pre-and-post tenancy property inspection reports.

8. Records Available in Terms of Other Legislation

Where applicable to our operations, the Company stores documents in accordance with the minimum record-keeping provisions of the following South African laws:

- Promotion of Access to Information Act, No. 2 of 2000
- Protection of Personal Information Act, No. 4 of 2013
- Companies Act, No. 71 of 2008
- Property Practitioners Act, No. 22 of 2019
- Financial Intelligence Centre Act, No. 38 of 2001
- Income Tax Act, No. 58 of 1962
- Value Added Tax Act, No. 89 of 1991



9. Processing of Personal Information (POPIA Framework)

Categories of Data Subjects

The firm collects and processes personal information from:

- Buyers and Prospective Purchasers.
- Property Sellers.
- Landlords.
- Tenants and Co-applicants.

Categories of Personal Information Captured

Names and surnames, national identity numbers, passport records, active telephone numbers, email addresses, residential physical addresses, client banking details, source-of-funds financial data, employment confirmations, deeds registry property ownership information, and supporting FICA compliance paperwork.

Purpose of Processing Data

Personal data is processed exclusively to:

- Conclude and execute property transaction mandates (sales and rentals).
- Administer property management files and ongoing rental contracts.
- Meet anti-money laundering and client verification requirements under FICA.
- Manage financial invoicing, trust account accounting, and client communications.
- Execute target marketing campaigns where explicit opt-in consent has been acquired.

Third-Party Data Recipients

To smoothly execute transactions, client personal information may be shared securely with:

- Commercial retail banks and professional bond originators.
- Appointed conveyancing attorneys and legal practitioners.
- Registered credit bureaux, SARS, the PPRA, and the Financial Intelligence Centre (FIC).
- Specialized ICT or administrative service providers assisting with company operations.



Cross-Border Data Flows

We utilize premium cloud-based servers and data storage architectures. Where these providers maintain infrastructure outside the borders of South Africa, the firm ensures they are contractually bound to data privacy policies that match or exceed the protection thresholds mandated by POPIA.

System Safeguards & Security Measures

The firm implements technical and administrative security frameworks to protect client data:

- High-grade password-protected user environments.
- Secure corporate email infrastructure with integrated malware scanning.
- Rigid physical and digital access controls on a "need-to-know" basis.
- Up-to-date antivirus system layers across all workstations.
- Secure filing configurations for archived transactional sheets.

10. Procedural Request Framework

To request access to an internal record held by the firm, the requester must follow this protocol:

1. Form **Annexure A**- Submission: Download, fill out, and sign the official Form 2 (Request for Access to Record) issued by the Information Regulator.
2. Detail Clarity: The form must clearly identify the requested record and supply the requester's verifiable personal contact details.
3. Assert Legal Right: The applicant must specify the precise right they are trying to protect or execute and clearly describe why the requested record is necessary to fulfil that goal.
4. Identity Verification: Send the form along with a clear copy of a South African ID or valid passport to: estelle@estellevictor.co.za.

The Information Officer will evaluate the request and respond within the statutory 30-day period.

11. Statutory Fees Framework

Fees for accessing records are strictly regulated by PAIA:

- Upfront Request Fee: The Information Officer will notify the requester to pay the standard statutory request fee (currently R140.00) before the application is formally processed.



- Access & Reproduction Fees: If the request is approved, additional fees will apply for photocopying, digital conversion, or courier delivery.
- Deposit Rule: If finding and preparing the record is expected to take more than 6 hours, the firm will require a deposit equal to one-third of the total estimated access fee before moving forward.

12. Legal Remedies Available upon Refusal

Estelle Victor Properties (Pty) Ltd does not maintain an internal administrative appeal structure for rejected requests. The decision of our Information Officer is final.

If a requester is dissatisfied with a refusal, a redacted access decision, or the calculation of fees, they are fully entitled to lodge a formal complaint with the Information Regulator:

- Official Website: <https://www.inforegulator.org.za/>
- Complaints Email: PAIAComplaints@inforegulator.org.za

13. Availability and Access to this Manual

This Manual is permanently open for public review and can be accessed through the following channels:

- Hardcopy inspection at our main office: 39 Unie Street, Uniepark, Stellenbosch, Western Cape, South Africa.
- Digital download on our corporate platform: www.estellevictor.co.za.
- Direct email request sent to the Information Officer.

Formal Execution & Approval

I hereby certify that this PAIA Manual has been prepared in accordance with the requirements of the Promotion of Access to Information Act, No. 2 of 2000 and the Protection of Personal Information Act, No. 4 of 2013.

Estelle Victor

Director & Information Officer

Estelle Victor Properties (Pty) Ltd

Date: 1 March 2026

Place: Stellenbosch, Western Cape, South Africa



ANNEXURE A: PRESCRIBED FORM

REQUEST FOR ACCESS TO RECORD

(Regulation 7 of the Promotion of Access to Information Act, No. 2 of 2000)

NOTE:

- **Proof of identity** must be attached by the requester.
- If the request is made on behalf of another person, **proof of such authorization** must be attached to this form.

TO: The Information Officer

Company: Estelle Victor Properties (Pty) Ltd

Physical Address: 39 Unie Street, Uniepark, Stellenbosch, 7600

Email Address: estelle@estellevictor.co.za

PART I: REQUESTER SELECTION

Mark the applicable box with an "X"

- Request is made in my own name
- Request is made on behalf of another person

PART II: PERSONAL INFORMATION OF REQUESTER

Field	Requester Details
Full Names & Surname:	_____
Identity / Passport Number:	_____
Capacity (if on behalf of another):	_____
Residential / Street Address:	_____
Postal Address:	_____
Contact Telephone / Cell phone:	_____
Email Address:	_____



PART III: PARTICULARS OF THE PERSON ON WHOSE BEHALF THE REQUEST IS MADE

(Complete this section only if the request is being submitted by an agent, attorney, or representative)

Field	Principal Client Details
Full Names & Surname / Company Name:	_____
Identity Number / Reg Number:	_____
Contact Telephone / Cell phone:	_____
Email Address:	_____

PART IV: PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to enable it to be located. If the space below is inadequate, please continue on a separate page and sign every additional sheet.

- 1. Description of record or relevant part of the record:**
- 2. Reference number, if available (e.g., Lease Agreement reference, OTP Erf Number):**
- 3. Any further particulars of the record:**

PART V: TYPE & FORM OF ACCESS

Mark the applicable boxes with an "X"

Type of Record:

- Record is in written or printed form
- Record comprises virtual images (*photographs, video recordings, sketches, assessments*)
- Record consists of recorded words or information which can be reproduced in sound
- Record is held on a computer or in an electronic, machine-readable format

Form of Access Required:

- Printed copy of record (*including transcriptions of digital items*)
- Copy of record on a flash drive (*to be provided by the requester*)
- Copy of record sent via cloud storage share / file transfer link
- Electronic copy sent via email



PART VI: PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue a separate page and sign it.

- 1. Indicate which specific constitutional right is to be exercised or protected:**
- 2. Explain why the requested record is strictly required for the exercise or protection of the right named above:**

PART VII: FEES & CORRESPONDENCE PREFERENCE

- A request fee of **R140.00** must be paid before your request will be processed.
- You will be notified in writing whether your request has been approved or denied, along with final access fees.

Specify your preferred manner of correspondence regarding this decision:

- Email
- Postal/Street Address
- Telephonic Notification

Signed at _____ this _____ day of _____
20____

Signature of Requester / Authorized Representative

FOR OFFICIAL USE ONLY

(To be completed by Estelle Victor Properties)

Administrative Field

Official Entry

Reference Number: _____

**Request Received By
(Name & Surname):** _____

Date Received: _____

Request Fee Received: [YES / NO] **Amount: R** _____

Deposit Paid (if applicable): [YES / NO] **Amount: R** _____

Signature of Information Officer