



WILKENS VAN EMMENIS
— INCORPORATED —
Attorneys & Mediators

MANUAL

PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

Wilkens Van Emmenis Incorporated | Registration Number 2026/074663/21

Attorneys and Mediators

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1 INTRODUCTION AND LEGAL FRAMEWORK

- 1.1 Section 32(1) of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right of access to any information held by the State, and to any information that is held by another person and that is required for the exercise or protection of any rights. Section 32(2) requires national legislation to give effect to that right.
- 1.2 The Promotion of Access to Information Act 2 of 2000 ("**PAIA**") is that legislation. PAIA has been amended by, among other enactments, the Protection of Personal Information Act 4 of 2013 ("**POPIA**") and the Promotion of Access to Information Amendment Act 31 of 2019.
- 1.3 Wilkens Van Emmenis Incorporated ("**WVE**" or "**the firm**") is a private body as defined in section 1 of PAIA. Section 51 of PAIA obliges the head of a private body to compile, make available and regularly update a manual containing the information prescribed by that section. This document is that manual ("**this Manual**").
- 1.4 The exemption previously granted to certain private bodies from the obligation to compile a section 51 manual lapsed on 31 December 2021. All private bodies, irrespective of size or turnover, are accordingly required to have a manual in place.

- 1.5 This Manual is issued subject to the Regulations Relating to the Promotion of Access to Information, 2021, published in Regulation Gazette No. 11329 in Government Gazette No. 45057 of 27 August 2021 ("**the PAIA Regulations**").
- 1.6 The Information Regulator, established in terms of section 39 of POPIA, has since 30 June 2021 been responsible for the administration and enforcement of PAIA, a function previously performed by the South African Human Rights Commission.
- 1.7 This Manual must be read together with the firm's Privacy Policy, Cookie Policy and Terms of Use, each of which is available at www.wveinc.co.za.
- 1.8 Nothing in this Manual limits or derogates from the firm's obligations of legal professional privilege and professional confidentiality, or from the grounds for refusal of access set out in Chapter 4 of Part 3 of PAIA.

2 DEFINITIONS AND ABBREVIATIONS

Term	Meaning
CIPC	Companies and Intellectual Property Commission
DIO	Deputy Information Officer
FICA	Financial Intelligence Centre Act 38 of 2001
Head of the private body	In relation to a juristic person, the chief executive officer or equivalent officer of the juristic person or the person who is acting as such, as defined in section 1 of PAIA
IO	Information Officer
LPC	Legal Practice Council established in terms of section 4 of the Legal Practice Act 28 of 2014
PAIA	Promotion of Access to Information Act 2 of 2000
Personal requester	A requester who seeks access to a record containing personal information about the requester, as defined in section 1 of PAIA
POPIA	Protection of Personal Information Act 4 of 2013
Record	Any recorded information in the possession or under the control of the firm, regardless of form or medium and whether or not it was created by the firm, as defined in section 1 of PAIA
Regulator	The Information Regulator (South Africa)

Term	Meaning
Requester	Any person making a request for access to a record of the firm, including a person acting on behalf of another
Third party	In relation to a request for access to a record of a private body, any person, including a public body, other than the requester or the firm

3 PARTICULARS OF THE PRIVATE BODY

3.1 The particulars required by section 51(1)(a) of PAIA are as follows.

Registered name	Wilkens Van Emmenis Incorporated
Trading name	Wilkens Van Emmenis Inc. (WVE Attorneys)
Registration number	2026/074663/21
Type of entity	Personal liability company incorporated in terms of the Companies Act 71 of 2008 on 11 February 2026
Nature of business	Attorneys and mediators
Directors	Mr Victor Wilkens and Mr Ruan van Emmenis
Physical and street address	Eastlands Office Park, Office 125 Regus, 1 Bentel Avenue, Boksburg, 1459, Gauteng
Postal address	Same as physical address
Telephone	010 143 3895
Facsimile	Not applicable
General email	info@wveinc.co.za
Website	www.wveinc.co.za
Office hours	Monday to Thursday 08:00 to 16:30; Friday 08:00 to 15:00; closed on Saturdays, Sundays and public holidays

3.2 The **Information Officer** of the firm, being the head of the private body, is:

Name	Mr Victor Wilkens
Capacity	Director
Email	victor@wveinc.co.za
Telephone	010 143 3895
Postal address	As set out in clause 3.1

Registration with the Regulator	Registered on 2026-08-11
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- 3.3 The **Deputy Information Officer** of the firm, designated in terms of section 17 of PAIA read with section 56 of POPIA, is:

Name	Mr Ruan van Emmenis
Capacity	Director
Email	ruan@wveinc.co.za
Telephone	010 143 3895

- 3.4 All requests, enquiries and correspondence arising from this Manual must be addressed to the Information Officer at the addresses set out above. Requests may be delivered by hand, by post or by electronic mail.

4 GUIDE OF THE INFORMATION REGULATOR

- 4.1 Section 10 of PAIA obliges the Information Regulator to compile and make available a guide containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA or POPIA.
- 4.2 The guide contains, among other things, a description of the objects of PAIA and POPIA, the particulars of the information officer of every public body and of every private body which has published a manual, the manner and form of a request for access, the assistance available from information officers and from the Regulator, the remedies available in respect of an act or failure to act, and the provisions of sections 14 and 51 of PAIA requiring the compilation of manuals.
- 4.3 The guide is available in each of the official languages and in braille. It may be obtained from the Information Regulator at the particulars set out in clause 14.5, and is published on the Regulator's website at www.inforegulator.org.za.

5 CATEGORIES OF RECORDS AVAILABLE WITHOUT A REQUEST

- 5.1 The firm has not published a notice in terms of section 52(1) of PAIA specifying categories of records that are automatically available without a person having to submit a formal request for access. Accordingly, no notice contemplated in section 51(1)(b)(ii) of PAIA is applicable.
- 5.2 Notwithstanding the absence of such a notice, the following records are made available voluntarily and without the need for a formal request:

Category of record	Type of record	How to obtain access
Firm profile, practice areas, directors' profiles and contact particulars	Website content	www.wveinc.co.za, free of charge
Privacy Policy, Cookie Policy and Terms of Use	Website content	www.wveinc.co.za, free of charge
This Manual	Statutory manual	www.wveinc.co.za, free of charge; printed copy on request against payment of the prescribed reproduction fee
Schedule of fees and standard terms of engagement	Client-facing documents	On request from the firm
Company registration particulars	CIPC records	Publicly available from the CIPC

- 5.3 The publication of a record in this clause does not constitute a waiver of legal professional privilege or of the firm's duty of confidentiality in respect of any other record.

6 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 6.1 The firm holds records in accordance with the legislation listed below. Access to a record in terms of any of those enactments is governed by that enactment, and a request in terms of PAIA is not required where the enactment itself provides a right of access. The listing of an enactment does not imply that a record held under it is available to the public.

Legislation	Nature of records
Legal Practice Act 28 of 2014 and the Rules made thereunder	Trust and business accounting records, trust account audit reports, Fidelity Fund certificates, practice registration records
Companies Act 71 of 2008	Memorandum of incorporation, securities register, register of directors, minutes and resolutions, annual financial statements, annual returns
Financial Intelligence Centre Act 38 of 2001	Client identification and verification records, records of business relationships and single transactions, risk management and compliance programme, training records
Protection of Personal Information Act 4 of 2013	Records of processing operations, operator agreements, security compromise register, data subject requests
Income Tax Act 58 of 1962, Value-Added Tax Act 89 of 1991 and Tax Administration Act 28 of 2011	Income tax and VAT returns and assessments, employees' tax records, supporting documentation
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Contracts of employment, records of remuneration and hours worked, leave records, disciplinary records
Employment Equity Act 55 of 1998	Employment equity records, to the extent that the firm is a designated employer
Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002	Employee declarations and contribution records
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Registration and return of earnings records
Skills Development Levies Act 9 of 1999	Levy returns and related records
Deeds Registries Act 47 of 1937 and Sectional Titles Act 95 of 1986	Conveyancing records, deeds, powers of attorney and related documentation
Administration of Estates Act 66 of 1965	Deceased estate files, liquidation and distribution accounts, records lodged with the Master of the High Court
Occupational Health and Safety Act 85 of 1993	Health and safety records relating to the firm's premises

7 SUBJECTS ON WHICH THE FIRM HOLDS RECORDS AND CATEGORIES OF RECORDS HELD

7.1 The information required by section 51(1)(b)(iv) of PAIA is set out below. The listing of a subject or category does not mean that access to a record falling within it will be granted. Every request is determined on its merits and is subject to the grounds for refusal in clause 12.

Subject	Categories of records held
Client and matter records	Letters of engagement and mandates; instructions and correspondence; FICA identification and verification records; conflict of interest searches; pleadings, notices and court process; opinions and memoranda; briefs to counsel and counsel's opinions; expert and medico-legal reports; contracts and agreements; conveyancing files, deeds and powers of attorney; deceased estate files; mediation records and settlement agreements; attendance notes and file notes
Corporate and statutory records	Memorandum of incorporation and CoR forms; securities register and share certificates; register of directors; minutes of meetings and written resolutions; LPC and Legal Practitioners Fidelity Fund records; professional indemnity insurance records
Financial and accounting records	Trust account records, trust ledgers, trust cash books and trust reconciliations; business account records; fee notes, invoices, statements and disbursement records; general ledger and management accounts; annual financial statements; trust account audit reports; tax returns, assessments and correspondence with SARS; banking records
Human resources records	Contracts of employment and contracts of articles of clerkship; personnel files; recruitment and application records; payroll, remuneration and benefit records; leave, attendance and performance records; disciplinary and grievance records; training and continuing professional development records
Information technology and information governance records	System, network and access records; server and website logs; backup and disaster recovery records; operator and service provider agreements; information security policies; security compromise register; personal information impact assessments
Marketing and business development records	Website content and source files; enquiry and consultation booking submissions; mailing lists and consent records; publications, client alerts and legal updates; brand and design assets
Supplier and service provider records	Supplier contracts and service level agreements; correspondence with suppliers; procurement and payment records
Insurance and risk records	Professional indemnity insurance policies and claims records; risk register; incident records; short-term insurance policies
Statutory compliance records	PAIA requests and responses; PAIA annual reports submitted to the Regulator; POPIA compliance framework; FICA risk management and compliance programme; reports made in terms of section 29 of FICA, access to which is restricted by section 29(3) and (4) of that Act

8 PROCESSING OF PERSONAL INFORMATION

8.1 The information required by section 51(1)(c) of PAIA is set out below. A full description of the firm's processing operations is contained in its Privacy Policy.

Purpose of the processing

The firm processes personal information for the purposes of responding to enquiries; client and matter take-on, including identity verification and conflict checking; the rendering of legal, notarial, conveyancing and mediation services; compliance with obligations imposed by law; trust and business accounting; practice administration and risk management; recruitment and the administration of the employment relationship; communication with clients and other persons who have consented to receive communications; and the establishment, exercise and defence of rights in law.

Categories of data subjects and of personal information relating to them

Category of data subject	Categories of personal information
Clients and prospective clients	Names, identity or passport numbers, dates of birth, contact particulars, residential and business addresses, marital status and matrimonial property regime, banking and financial particulars, tax reference numbers, employment particulars, property and asset particulars, and the substantive information relating to the matter, which may include special personal information
Directors, employees and candidate legal practitioners	Identification particulars, contact particulars, qualifications and admission particulars, remuneration and benefit particulars, banking particulars, tax and statutory registration numbers, performance and disciplinary records
Job applicants	Curricula vitae, qualifications, references and contact particulars
Opposing parties, witnesses, beneficiaries and other persons involved in a matter	Identification and contact particulars, and any information relevant to the matter contained in documents, pleadings, affidavits and correspondence
Counsel, correspondents, experts and other service providers	Names, practice particulars, contact particulars, banking particulars and invoicing records

Category of data subject	Categories of personal information
Website visitors	Internet protocol address, device and browser information, pages visited, and the particulars submitted through the enquiry and booking forms

Recipients or categories of recipients to whom personal information may be supplied

Advocates and counsel; correspondent attorneys, notaries and conveyancers; the sheriff and process servers; tracing agents; experts, including forensic accountants, actuaries, valuers and medical practitioners; courts, tribunals and their registrars; the LPC and the Legal Practitioners Fidelity Fund; the Financial Intelligence Centre; the South African Revenue Service; the Master of the High Court; the Deeds Office; the CIPC; the Information Regulator; banks and other financial institutions; insurers; auditors and accountants; opposing parties and their legal representatives; and information technology, cloud hosting, document management and secure destruction service providers engaged as operators.

Planned transborder flows of personal information

Personal information submitted through the enquiry and consultation booking forms on the firm’s website is transmitted through a form processing service situated outside the Republic before delivery to the firm by electronic mail. The embedded map on the firm’s contact page is served by a foreign provider, which receives the internet protocol address and device information of visitors who have accepted non-essential cookies. Electronic mail, document storage and collaboration services are provided through a global cloud platform, the data residency of which is [insert Microsoft 365 tenant data residency]. Where a matter has a cross-border element, personal information may be transferred to foreign correspondent attorneys, foreign counsel, foreign experts and foreign counterparties. All such transfers are effected in accordance with section 72 of POPIA.

General description of information security measures

The firm has identified the reasonably foreseeable internal and external risks to the personal information in its possession or under its control and

maintains a risk register. It has established and maintains appropriate, reasonable technical and organisational safeguards against those risks, including multi-factor authentication, role-based access control, encryption of data in transit and at rest, secure backup and disaster recovery arrangements, controlled physical access to premises and secure storage of paper records and originals, written confidentiality undertakings and training for all personnel, written operator agreements with all third-party processors, and secure destruction of records at the end of the applicable retention period. Compliance with those safeguards is verified regularly and the safeguards are continually updated in response to new risks and to generally accepted information security practices.

9 PROCEDURE FOR REQUESTING ACCESS TO A RECORD

- 9.1 **The right of access.** In terms of section 50(1) of PAIA, a requester must be given access to a record of a private body if that record is required for the exercise or protection of any rights, if the requester complies with the procedural requirements of PAIA relating to a request for access to that record, and if access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of Part 3 of PAIA.
- 9.2 **Prescribed form.** In terms of section 53(1) of PAIA, a request must be made on the prescribed form, being **Form 2** (Request for Access to Record) prescribed by regulation 7 of the PAIA Regulations. Form 2 is annexed to this Manual as Annexure B and is available on the website of the Information Regulator. A request that is not made on the prescribed form need not be processed.
- 9.3 **Delivery.** The completed Form 2 must be delivered to the Information Officer at the physical address, postal address or electronic mail address set out in clause 3.2.
- 9.4 **Particulars to be furnished.** In terms of section 53(2) of PAIA, the form must:

- 9.4.1 provide sufficient particulars to enable the Information Officer to identify the record or records requested and to identify the requester;
 - 9.4.2 indicate the form of access required;
 - 9.4.3 specify a postal address or facsimile number in the Republic, or an electronic mail address, to which the firm must direct its response;
 - 9.4.4 identify the right that the requester seeks to exercise or protect and explain why the record requested is required for the exercise or protection of that right;
 - 9.4.5 if the requester wishes to be informed of the decision in any manner in addition to written notification, state that manner and the necessary particulars; and
 - 9.4.6 if the request is made on behalf of another person, submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.
- 9.5 **Assistance to requesters.** If a requester is unable to read or write, or has a disability, the request may be made orally to the Information Officer, who will reduce it to writing on the prescribed form and provide the requester with a copy.
- 9.6 **Identification of the right.** A request that does not identify the right sought to be exercised or protected, and does not explain why the record is required for that purpose, does not comply with section 53(2)(d) and will be refused. It is not sufficient to assert a right in general terms.
- 9.7 **Access to personal information under POPIA.** A data subject who wishes to exercise the right of access conferred by section 23 of POPIA must do so in accordance with this clause. Confirmation of whether the firm holds personal information about the data subject is furnished free of charge.

10 FEES

- 10.1 Two fees are payable by a requester in terms of section 54 of PAIA, namely a request fee and an access fee.
- 10.2 **Request fee.** In terms of section 54(1) of PAIA, the Information Officer must, by notice, require a requester other than a personal requester to pay the prescribed request fee of **R140.00** before further processing the request. A personal requester, being a requester who seeks access to a record containing personal information about the requester, is not required to pay a request fee.
- 10.3 **Access fee.** In terms of section 54(6) of PAIA, an access fee is payable by every requester, including a personal requester, in respect of the reproduction of the record, the search for and preparation of the record for disclosure, and the postal or electronic delivery of the record. The prescribed access fees are set out in Annexure A.
- 10.4 **Search and preparation.** Where the search for and preparation of a record for disclosure exceeds six hours, the additional time is charged at the prescribed rate, subject to the prescribed maximum. The requester is notified in advance of the estimated fee.
- 10.5 **Deposit.** Where the search for and preparation of a record for disclosure is likely to exceed six hours, the Information Officer will, before further processing the request, require the requester to pay a deposit of one third of the access fee that would be payable if the request were granted.
- 10.6 **Payment.** Fees are payable by electronic funds transfer into the firm's business banking account, the particulars of which are furnished with the notice of fees. A record is not disclosed until all fees payable have been received in full.
- 10.7 **Refund.** If a deposit has been paid in respect of a request for access which is refused, the deposit is refunded to the requester.
- 10.8 **Notice of fees.** A notice requiring payment of a request fee or a deposit is given on **Form 3** (Outcome of Request and of Fees Payable) prescribed by the PAIA Regulations. A requester may lodge a complaint with the

Information Regulator against the tender or payment of a request fee or a deposit.

11 DECISION ON A REQUEST AND NOTIFICATION

11.1 In terms of section 56(1) of PAIA, the Information Officer must, as soon as reasonably possible but in any event within **30 days** after the request has been received, decide whether to grant the request and give the requester notice of the decision in the required form.

11.2 In terms of section 57 of PAIA, the 30-day period may be extended for a further period of not more than **30 days** where the request is for a large number of records or requires a search through a large number of records and compliance within the original period would unreasonably interfere with the activities of the firm, where the records are not held at the office where the request was received and cannot reasonably be obtained within the original period, where consultation among divisions of the firm is necessary and cannot reasonably be completed within the original period, or where the requester consents in writing to the extension. Written notice of the extension, stating the period and the reasons and advising the requester of the right to lodge a complaint with the Regulator, is given before the expiry of the original period.

11.3 If the request is granted, the notice states the access fee payable, the form in which access will be given, and the requester's right to lodge a complaint with the Regulator in respect of the fee or the form of access.

11.4 If the request is refused, the notice states adequate reasons for the refusal, including the provisions of PAIA relied upon, and advises the requester that a complaint may be lodged with the Information Regulator and of the period within which that must be done.

12 GROUNDS FOR REFUSAL OF ACCESS

12.1 The firm must or may, as the case may be, refuse access to a record on the grounds set out in Chapter 4 of Part 3 of PAIA, namely:

Section	Ground	Nature
Section 63	Mandatory protection of the privacy of a third party who is a natural person, including a deceased natural person, where disclosure would involve the unreasonable disclosure of personal information about that person	Mandatory, subject to the exceptions in section 63(2)
Section 64	Mandatory protection of the commercial information of a third party, including trade secrets, financial, commercial, scientific or technical information the disclosure of which would be likely to cause harm to the commercial or financial interests of the third party, and information supplied in confidence the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations or prejudice it in commercial competition	Mandatory, subject to the exceptions in section 64(2)
Section 65	Mandatory protection of certain confidential information of a third party, the disclosure of which would constitute an actionable breach of a duty of confidence owed to that third party in terms of an agreement	Mandatory
Section 66	Mandatory protection of the safety of individuals, and protection of property, where disclosure could reasonably be expected to endanger the life or physical safety of an individual, or would be likely to prejudice or impair the security of a building, a means of transport or a system for the protection of the public or of property, or the protection of a witness or a person in witness protection	Mandatory in respect of safety of individuals; discretionary in respect of property
Section 67	Mandatory protection of records privileged from production in legal proceedings, unless the person entitled to the privilege has waived it	Mandatory
Section 68	Protection of the commercial information of the firm itself, including trade secrets, financial, commercial, scientific or technical	Discretionary, subject to section 68(2)

Section	Ground	Nature
	information the disclosure of which would be likely to cause harm to the commercial or financial interests of the firm, and information the disclosure of which could reasonably be expected to put the firm at a disadvantage in contractual or other negotiations or prejudice it in commercial competition	
Section 69	Mandatory protection of the research information of a third party, and protection of the research information of the firm, where disclosure would be likely to expose the researcher, the subject matter of the research or a third party to serious disadvantage	Mandatory in respect of a third party; discretionary in respect of the firm
Section 70	Mandatory disclosure in the public interest, notwithstanding any other ground of refusal, where the record reveals evidence of a substantial contravention of, or failure to comply with, the law or an imminent and serious public safety or environmental risk, and the public interest in disclosure clearly outweighs the harm contemplated in the relevant provision	Mandatory override

12.2 The firm draws particular attention to section 67. A substantial proportion of the records held by the firm consists of communications between the firm and its clients made for the purpose of obtaining or giving legal advice, and of documents brought into existence for the purpose of pending or contemplated litigation. Such records are privileged from production in legal proceedings and access to them is refused unless the client entitled to the privilege has waived it.

12.3 In addition to the grounds set out above, section 29(3) and (4) of FICA prohibits the firm from disclosing the fact that a report has been made to the Financial Intelligence Centre in terms of section 29 of that Act, or any information contained in or relating to such a report, otherwise than as permitted by that Act.

13 SEVERABILITY, DEEMED REFUSAL AND THIRD-PARTY NOTIFICATION

13.1 **Severability.** In terms of section 61 of PAIA, where a record contains information that may or must be refused and other information to which access may be granted, the firm gives access to that part of the record which does not contain, and can reasonably be severed from, the protected information.

13.2 **Deemed refusal.** In terms of section 58 of PAIA, if the Information Officer fails to give the decision on a request within the period contemplated in clause 11, the Information Officer is regarded as having refused the request.

13.3 **Third-party notification.** In terms of sections 71 and 72 of PAIA, where a request relates to a record containing information contemplated in section 63, 64 or 65, the Information Officer takes all reasonable steps to inform the third party to whom the information relates of the request within 21 days after it is received, and affords that third party an opportunity, within 21 days after being informed, to make written or oral representations as to why the request should be refused, or to give written consent to the disclosure. The decision on the request is taken within 30 days after the third party has been informed, and the third party is notified of the decision and of its right to lodge a complaint with the Regulator.

14 REMEDIES AVAILABLE TO A REQUESTER

14.1 **No internal appeal.** PAIA does not provide for an internal appeal against a decision of the head of a private body. The internal appeal procedure in Chapter 1 of Part 4 of PAIA applies to public bodies only.

14.2 **Complaint to the Information Regulator.** In terms of section 77A of PAIA, a requester may submit a complaint to the Information Regulator, in the prescribed manner and form, alleging that the firm has refused a request for access, has failed to give the decision within the applicable period, has given a decision as to fees, has given a decision as to the form of access, or has failed to comply with any other duty imposed by PAIA. A complaint in respect of a decision of a private body must be submitted **within 180 days of the decision.**

14.3 Investigation and enforcement. The Regulator may investigate the complaint, attempt to resolve it by conciliation, make an assessment, and issue an enforcement notice. Failure to comply with an enforcement notice is an offence in terms of section 77K of PAIA.

14.4 Application to court. A requester may apply to a court for appropriate relief. Section 78(1) of PAIA requires that the complaints procedure be exhausted before an application is brought. The High Court has confirmed that this requirement is peremptory and that an application brought without first lodging a complaint with the Regulator falls to be dismissed.

14.5 The particulars of the Information Regulator are:

Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200
Toll-free	0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

15 AVAILABILITY OF THIS MANUAL

15.1 In accordance with section 51(3) of PAIA, this Manual is available:

- 15.1.1 on the firm's website at www.wveinc.co.za, free of charge;
- 15.1.2 for inspection at the firm's principal place of business during office hours, free of charge;
- 15.1.3 to any person on request, against payment of the prescribed fee for reproduction; and
- 15.1.4 to the Information Regulator on request, free of charge.

15.2 This Manual is available in English. A copy in Afrikaans may be requested from the Information Officer.

16 UPDATING OF THIS MANUAL

- 16.1 This Manual is reviewed by the Information Officer at least annually, and is updated whenever there is a material change in the firm's particulars, in the categories of records it holds, in its processing operations, or in the applicable law.
- 16.2 The version number and the date of the last review appear on the first page of this Manual.

ANNEXURE A: SCHEDULE OF PRESCRIBED FEES

The fees set out below are those prescribed by Annexure B to the PAIA Regulations in respect of private bodies. The fees are subject to amendment from time to time, and the fees in force at the date of the request apply.

Item	Fee
Request fee payable by a requester other than a personal requester	R140.00
Request fee payable by a personal requester	No fee
Photocopy or printed copy of an A4-size page or part thereof, in black and white	R2.00 per page
Copy in a computer-readable form on a flash drive supplied by the requester	R40.00
Copy in a computer-readable form on a compact disc supplied by the requester	R40.00
Copy in a computer-readable form on a compact disc supplied by the firm	R60.00
Transcription of visual images, per A4-size page	Outsourced; charged at the quotation obtained from the service provider
Copy of visual images	Outsourced; charged at the quotation obtained from the service provider
Transcription of an audio record, per A4-size page	R24.00
Copy of an audio record on a flash drive supplied by the requester	R40.00
Copy of an audio record on a compact disc supplied by the requester	R40.00
Copy of an audio record on a compact disc supplied by the firm	R60.00
Search for and preparation of the record for disclosure, for each hour or part of an hour reasonably required, excluding the first six hours	R145.00 per hour, to a maximum of R435.00
Deposit, where the search for and preparation of the record is likely to exceed six hours	One third of the access fee that would be payable if the request were granted
Postage, electronic mail or other electronic transfer	Actual cost

ANNEXURE B: REQUEST FOR ACCESS TO RECORD (FORM 2)

A request for access to a record of the firm must be made on Form 2 prescribed by regulation 7 of the Regulations Relating to the Promotion of Access to Information, 2021. The current version of Form 2 is published on the website of the Information Regulator at www.inforegulator.org.za and must be downloaded from that source so that the version in force at the date of the request is used. A copy will be furnished by the Information Officer on request.

Form 2 requires the following particulars:

- (a) Part A: particulars of the public or private body to which the request is directed.
- (b) Part B: particulars of the requester, including full names and surname, identity number, postal address, electronic mail address, contact numbers, and, where the request is made on behalf of another person, the particulars of that person and proof of the capacity in which the request is made.
- (c) Part C: particulars of the record requested, including a description sufficient to enable the record to be identified, reference numbers where known, and any further particulars of the record.
- (d) Part D: the form of access required and, if applicable, the language in which the record is required and any disability requiring assistance.
- (e) Part E: the right that the requester seeks to exercise or protect and an explanation of why the record requested is required for the exercise or protection of that right.
- (f) Part F: the manner in which the requester wishes to be informed of the decision and the particulars for that purpose.

Note to requesters: an incomplete Form 2, or a Form 2 that does not identify the right sought to be exercised or protected and explain why the record is required for that purpose, does not comply with section 53(2) of PAIA and cannot be processed.

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