PAIA manual

Buffels Bay SRA NPC · Registration 2026/571508/08 · Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 · Version 1.1, 3 November 2026

1. About this manual

This manual explains how to ask Buffels Bay SRA NPC ("BBSRA") for access to the records it holds, as section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) requires of every private body. It also describes the personal information we process, as the Protection of Personal Information Act 4 of 2013 (POPIA) requires.

BBSRA is a non-profit company. It manages the Buffels Bay Special Rating Area, which Knysna Council approved on 17 June 2026 (resolution C02/06/26) under the Knysna Special Rating Areas By-law, 2021. Its members are the registered owners of the rateable properties in the area. Owners become members automatically (MOI clause 11.2); they do not need to apply.

JPS Trust is BBSRA's administrator. It holds the register of members and sends all formal notices to members on BBSRA's behalf, and its representative, Carl Smit, is our Information Officer. BBSRA itself keeps no list of owners, members or members who have opted out. The only list it keeps is its newsletter list.

Acronym	Meaning
BBSRA	Buffels Bay SRA NPC
CIPC	Companies and Intellectual Property Commission
MOI	Memorandum of Incorporation
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
SRA	Special Rating Area

2. Contact details

Name of body	Buffels Bay SRA NPC (registration 2026/571508/08)
Head of the body	The Chairperson of the Board
Information Officer	Carl Smit, JPS Trust (BBSRA's administrator)
Email for requests	info@jpstrust.co.za
Telephone	021 887 2486
Street address	210 Valerida Centre, Piet Retief Street, Stellenbosch
Postal address	PO Box 3075, Stellenbosch, 7602
BBSRA email and website	info@bbsra.co.za · www.bbsra.co.za

Send every request to the Information Officer at info@jpstrust.co.za, or deliver it to the street address above. You can also send it to info@bbsra.co.za or use the contact form on www.bbsra.co.za; we pass it to the Information Officer promptly.

3. The Information Regulator's guide

The Information Regulator has published a guide on how to use PAIA and POPIA. It explains the rights each Act gives and how to exercise them. The guide is available in all official languages:

- on the Information Regulator's website, www.inforegulator.org.za;
- from the Information Regulator: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191; enquiries@inforegulator.org.za; 010 023 5200;
- from our Information Officer, who will email a copy on request.

4. Records available without a request

The following records are published on www.bbsra.co.za and anyone may read or download them without a PAIA request:

- Knysna Council's resolution approving the SRA, the Knysna Special Rating Areas By-law and Knysna's Special Rating Area Policy
- The business plan (motivation and implementation report) and the approved five-year budget
- The financial agreement between Knysna Municipality and BBSRA (signatures and initials removed)
- The Memorandum of Incorporation (personal details removed) and the CIPC registration letter
- Notices of meetings, newsletters and news
- The list of appointed service providers
- The member opt-out form, this manual and our privacy notice
- Once available: audited annual financial statements, annual reports and approved minutes of members' meetings

5. Records kept under other laws

We keep records under, among others, the following laws. Where a law gives a right of access, use that law first.

- Companies Act 71 of 2008 (including section 26, which gives members access to certain company records)
- Local Government: Municipal Property Rates Act 6 of 2004 (section 22, special rating areas)
- Local Government: Municipal Finance Management Act 56 of 2003
- Knysna Municipality Special Rating Areas By-law, 2021, and Knysna's Special Rating Area Policy
- Value-Added Tax Act 89 of 1991, Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000

6. Records we hold

Subject	Categories of records
Governance	MOI; CIPC registration and annual returns; register of directors; board and members' meeting minutes and resolutions; meeting notices, attendance registers and proxies (held for us by JPS Trust)
Owners and members	Register of members, notices to members and opt-out applications (held for us by JPS Trust); newsletter list (held by BBSRA); requests and responses
Municipality	Council resolutions; financial agreement with Knysna Municipality; budgets, scorecards and reports submitted to the Chief Financial Officer; correspondence

Subject	Categories of records
Finance	Budgets; bank statements; invoices and payments; VAT and tax records; annual financial statements and audit reports
Operations	Service provider quotes, appointments and contracts; patrol and incident reports; maintenance and project records
Communications	Website content; notices and newsletters; messages received through the contact form and email

Some of these records are not available to everyone. See section 8.

7. Personal information we process

Purpose. We process personal information so that formal notices reach members and members' meetings can be run, to report to Knysna Municipality, keep financial records, deliver SRA services such as patrols and maintenance, send newsletters, and respond to questions and reports.

Who holds what. JPS Trust holds owners' and members' details for us, as our administrator. BBSRA itself holds the newsletter list (names and email addresses) and the details people send us.

People and information concerned.

People	Information
Property owners and members	Names, erf numbers, property and postal addresses, municipal valuations and levy amounts, email addresses and phone numbers, membership status. Held by JPS Trust for us. ID or passport numbers only when needed to verify who is acting for a property
Newsletter subscribers	Name and email address, held by BBSRA
People who contact us	Names, contact details, messages, photos and videos
People involved in incidents	Information in patrol and incident reports
Directors	Information required by the Companies Act
Service providers	Business contact details, contracts and banking details

Recipients. Knysna Municipality; our administrator (JPS Trust), auditors (Smith & Assosiate) and security provider (Allsound Security); our technology providers (IT Guys for hosting and email, Google, MailerLite and WhatsApp); SAPS and emergency services when needed; and any authority the law requires.

Transfers outside South Africa. Google, MailerLite and WhatsApp may store information outside South Africa. We use them only because they apply safeguards comparable to POPIA.

Security. Records are kept in accounts owned by BBSRA or JPS Trust with access limited to those who need it, two-step verification, logins kept in a password manager, and no public link sharing of members' information. Our privacy notice on www.bbsra.co.za gives more detail.

8. How to request access to a record

1. **Complete Form 2** (Request for access to record), prescribed in the PAIA Regulations, 2021. It is available from the Information Regulator's website or from our Information Officer.

2. **Give enough detail** to identify the record, say how you want access (copy, email or inspection), and, if you request someone else's information, state the right you want to exercise or protect and why the record is needed for it.
3. **Prove your identity**, and your authority if you act for someone else.
4. **Send the form** to info@jpstrust.co.za or deliver it to the street address in section 2.
5. **Pay the fees** (section 9).

We will decide within **30 days** of receiving a complete request and tell you in writing. We may extend this once by up to 30 days, as section 57 of PAIA allows, and will tell you why.

Grounds for refusal. PAIA requires or allows us to refuse access in some cases, including to protect:

- another person's privacy (section 63);
- commercial information of a third party, such as a service provider's contract terms (section 64);
- confidential information (section 65);
- the safety of people and property, including security arrangements (section 66);
- legally privileged records (section 67);
- our own commercial information (section 68).

If part of a record is protected, we will give access to the rest.

9. Fees

Fee	Amount
Request fee (payable by every requester, except someone requesting their own personal information)	R140.00
Copies or printouts, per A4 page	R2.00
Search and preparation, per hour after the first hour	R145.00 (no more than R435.00 in total)
Deposit, if the search will take more than 6 hours	One third of the access fee

Fees are those in the PAIA Regulations, 2021, as published by the Information Regulator. We will tell you the amount before we start work.

10. Remedies

If you disagree with our decision, our fees or an extension of time, you may within 180 days complain to the Information Regulator (PAIAComplaints@inforegulator.org.za) or apply to a court, as sections 77A and 78 of PAIA allow. BBSRA has no internal appeal procedure.

11. Availability and updates

This manual is available on www.bbsra.co.za, by email from the Information Officer, and for inspection at the Information Officer's street address in section 2. We review it every year and when our records or processing change.