

DEZYNA PROP (PTY) LTD

Built on knowledge. Driven by Results.

PAIA MANUAL

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

DATE OF COMPILATION: 30 June 2026

DATE OF REVISION: 30 June 2026

1. List of Acronyms and Abbreviations

- “CEO” — Chief Executive Officer
- “DIO” — Deputy Information Officer
- “IO” — Information Officer
- “Minister” — Minister of Justice and Correctional Services
- “PAIA” — Promotion of Access to Information Act No. 2 of 2000 (as amended)
- “POPIA” — Protection of Personal Information Act No. 4 of 2013
- “Regulator” — Information Regulator
- “Republic” — Republic of South Africa
- “FICA” — Financial Intelligence Centre Act 38 of 2001
- “PPRA” — Property Practitioners Regulatory Authority

2. Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

- check the categories of records held by Dezyrna Prop (Pty) Ltd which are available without a person having to submit a formal PAIA request;
- have a sufficient understanding of how to make a request for access to a record of Dezyrna Prop, by providing a description of the subjects on which Dezyrna Prop holds records and the categories of records held on each subject;
- know the description of the records of Dezyrna Prop which are available in accordance with any other legislation;
- access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- know if Dezyrna Prop will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- know if Dezyrna Prop has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- know whether Dezyrna Prop has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key Contact Details for Access to Information of Dezyrna Prop (Pty) Ltd

3.1 Information Officer

Name: Anna Katarzyna Gueffroy (Ania Gueffroy)

Title: Principal and Sole Director, Dezyna Prop (Pty) Ltd

Tel: +27 71 250 2643

Email: ania@dezynaprop.co.za

Fax number: Not applicable

3.2 Deputy Information Officer

No Deputy Information Officer has been designated. Anna Katarzyna Gueffroy, as the sole director of Dezyna Prop (Pty) Ltd, acts as the Information Officer in respect of all requests under PAIA and POPIA. Should a Deputy Information Officer be appointed in future, this manual will be updated accordingly and the appointment will be recorded with the Information Regulator as required by section 17(1) of PAIA and section 56 of POPIA.

3.3 Access to Information General Contacts

Email: ania@dezynaprop.co.za

3.4 Registered / Head Office

Postal Address: Brickfields Studios, A2, Devonbosch Estate, Bottelary Rd, Stellenbosch, 7600

Physical Address: Brickfields Studios, A2, Devonbosch Estate, Bottelary Rd, Stellenbosch, 7600

Telephone: +27 71 250 2643

Email: ania@dezynaprop.co.za

Website: www.dezynaprop.co.za

4. Guide on How to Use PAIA and How to Obtain Access to the Guide

The Information Regulator has, in terms of section 10(1) of PAIA, as amended, compiled and made available a Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, to assist any person who wishes to exercise a right contemplated in PAIA or POPIA.

The Guide is available in each of the official languages and in braille, and can be obtained as follows:

- upon request to the Information Officer of Dezyna Prop at ania@dezynaprop.co.za; or
- from the website of the Information Regulator: <https://www.justice.gov.za/inforeg/>

A copy of the Guide is also available, for public inspection during normal office hours at Dezyna Prop’s head office, in the following two official languages: English and Afrikaans.

5. Categories of Records of Dezyna Prop (Pty) Ltd Which Are Available Without a Person Having to Request Access

Category of Records	Types of the Record	Available on Website	Available upon Request
Marketing Materials	Property listings	Yes	Yes

	Development brochures (e.g. Tiger Heights, Corvus Crest) Buyer's guides		
Company Information	Company profile Contact details PAIA Manual	Yes	Yes
Compliance Documentation	Fidelity Fund Certificate (PPRA) Trust account exemption certificate	No	Yes

6. Description of the Records of Dezyna Prop (Pty) Ltd Which Are Available in Accordance with Any Other Legislation

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Fidelity Fund Certificate and PPRA Registration	Property Practitioners Act 22 of 2019
Client Identification and Verification Records	Financial Intelligence Centre Act 38 of 2001
Agreements of Sale and Mandates	Alienation of Land Act 68 of 1981
Tax and Payroll Records	Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011

7. Description of the Subjects on Which Dezyna Prop (Pty) Ltd Holds Records and Categories of Records Held on Each Subject

Subjects on Which the Body Holds Records	Categories of Records
Property Sales and Mandates	Sole and open mandates Agreements of Sale Offers to purchase Transfer and bond instructions
Client and Buyer Records	FICA identification documents Buyer enquiry and correspondence records Sectional title and developer purchase records
Marketing and Development Partnerships	Developer mandates (e.g. M3T Two Property Developers) Marketing campaign materials Social media content
Human Resources / Agents	Agent agreements

	Commission payment records Recruitment and onboarding records
Finance and Tax	Payroll and remuneration records VAT and income tax records Banking and trust account records
Legal and Compliance	PPRA compliance records Trust account exemption documentation Legal correspondence and contracts
Strategic Documents	Business plans Marketing strategies Branding guidelines

8. Processing of Personal Information

8.1 Purpose of Processing Personal Information

Dezyrna Prop (Pty) Ltd processes personal information for the following purposes:

- facilitating the sale, marketing, and letting of residential and development properties;
- conducting FICA client identification and verification in respect of property transactions;
- preparing and concluding Agreements of Sale, mandates, and related legal documentation;
- communicating with prospective buyers, sellers, tenants, agents, and developer partners;
- processing bond origination and transfer instructions in conjunction with attorneys and bond originators;
- managing agent onboarding, commission payments, and internal HR administration; and
- complying with applicable legal, tax, and regulatory obligations, including PPRA and SARS requirements.

8.2 Description of the Categories of Data Subjects and the Personal Information Relating Thereto

Categories of Data Subjects	Personal Information That May Be Processed
Buyers / Clients	Name, identity number, contact details, address, FICA documentation, employment and income details, bank details, and bond/financial information
Sellers / Mandators	Name, identity number, contact details, property and title deed information, and bank details
Tenants (rental matters)	Name, identity number, contact details, lease and tenancy correspondence, and bank details
Agents / Employees	Name, identity number, contact details, qualifications, PPRA registration details, banking and commission details

Developer and Service Provider Partners	Company name, registration number, VAT number, contact person details, and banking details
Attorneys, Bond Originators and Professional Contacts	Name, contact details, and professional registration information

8.3 Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

Category of Personal Information	Recipients or Categories of Recipients
FICA identification and verification information	Transferring attorneys and conveyancers
Buyer financial and income information	Bond originators and financial institutions
Buyer and property transaction information	Developer partners (e.g. M3T Two Property Developers)
Agent registration and compliance information	Property Practitioners Regulatory Authority (PPRA)
Tax and payroll information	South African Revenue Service (SARS) and payroll administrators

8.4 Planned Transborder Flows of Personal Information

Dezyna Prop (Pty) Ltd may store personal information using cloud-based productivity, email, and document management tools that may host data outside the Republic of South Africa. Where this occurs, such processing is limited to information necessary for the operation of these services (for example, email correspondence and document storage), and Dezyna Prop takes reasonable steps to ensure such third-party providers maintain appropriate data protection safeguards. [Insert specific country/countries and service providers, if applicable.]

8.5 General Description of Information Security Measures

Dezyna Prop (Pty) Ltd has implemented the following safeguards to protect the confidentiality, integrity, and availability of personal information under its control:

- restricted access to client and transaction files, limited to authorised personnel;
- password-protected devices and email accounts;
- secure storage of FICA and identification documentation;
- use of reputable, encrypted cloud-based platforms for document storage and communication; and
- confidentiality undertakings by agents and staff in respect of client information.

9. Availability of the Manual

A copy of this Manual is available:

- on the Dezyna Prop website: www.dezynaprop.co.za;
- at the head office of Dezyna Prop (Pty) Ltd for public inspection during normal business hours;
- to any person upon request and upon payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. Updating of the Manual

The Information Officer of Dezyna Prop (Pty) Ltd will, on a regular basis, review and update this Manual to ensure it remains accurate and compliant with PAIA and POPIA.

Issued by



Anna Katarzyna Gueffroy

Principal and Sole Director, Dezyna Prop (Pty) Ltd