



amber glades
a caring community

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of
Access to Information Act No. 2 of 2000, as amended

Date of Compilation: 15/12/2025
Date of Revision: _____

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2. List of Acronyms and Abbreviations

2.1	“CEO”	Chief Executive Officer
2.2	“DIO”	Deputy Information Officer;
2.3	“IO”	Information Officer;
2.4	“Minister”	Minister of Justice and Correctional Services;
2.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000, as Amended;
2.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
2.7	“Regulator”	Information Regulator; and
2.8	“Republic”	Republic of South Africa

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3. Background

3.1 The Promotion of Access to Information Act No. 2 of 2000 ("PAIA")

3.1.1 PAIA gives effect to the constitutional right of access to any information held by any public or private body in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996.

3.1.2 PAIA sets out the procedures attached to such request and also recognises that such right of access to information is subject to certain justifiable limitations.

3.1.3 PAIA obliges private bodies to compile a manual to assist persons to obtain access to information held by the private body.

3.1.4 The Information Regulator established in terms of the Protection of Personal Information Act No. 4 of 2013 is also responsible for ensuring compliance with the provisions of PAIA.

3.1.5 Details of the Information Regulator are as follows –

Physical address:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Web address:	https://inforegulator.org.za/contact-us/
Landline:	010 023 5200
Toll free:	0800 017 160
General enquiries e-mail:	enquiries@inforegulator.org.za

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4. Introduction

- 4.1 Amber Glades is a Senior Living Life Right village in Howick, offering secure retirement apartments and country cottages for independent and assisted living through home-based (personalised) health care and support services for people over 60 years. Any requests made in respect of Amber Glades, must be made in terms of this Manual.

5. Purpose of the Manual

This PAIA Manual is useful for the public to -

- 5.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 5.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 5.3 know the description of the records of the body which are available in accordance with any other legislation;
- 5.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist the public with the records they intend to access;
- 5.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

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- 5.6 know if the body will process personal information, and the purpose of processing of personal information;
- 5.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 5.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 5.9 know if the body 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
- 5.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

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6. Key Contact Details for Access to Information at Amber Glades

6.1 Chief Information Officer

Name: Timothy Errol Matthew Gibson (Development Manager)
Tel: 033 307 0900 (reception)
Email: tim@herdsmore.co.za

6.2 Deputy Information Officers (designated in terms of section 17 (1) of PAIA).

Name: Shaun MacGregor (General Manager)
Tel: 033 307 0900 (reception)
Email: gm@amberglades.co.za

Name: Kaylee Jo Booysen (Village Co-ordinator)
Tel: 033 307 0900 (reception)
Email: kaylee@amberglades.co.za

Name: Neil Greyling (Project & Construction Co-ordinator)
Tel: 033 307 0900 (reception)
Email: operations@amberglades.co.za

6.3 Access to information general contacts

Email: reception@amberglades.co.za

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6.4 Head Office

Postal Address: PO Box 12
Howick
3290

Physical Address: Amber Glades
Off the D507, Karkloof Road
Howick
3290
KwaZulu-Natal, SA

Telephone: 033 307 0900 (reception)

Email: reception@amberglades.co.za

Website: www.amberglades.co.za

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

7.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

7.2 The Guide is available in each of the official languages and in braille.

7.3 The aforesaid Guide contains the description of -

7.3.1 the objects of PAIA and POPIA;

7.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1 the Information Officer of every public body, and

7.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

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7.3.3 the manner and form of a request for-

7.3.3.1 access to a record of a public body contemplated in section 11³;
and

7.3.3.2 access to a record of a private body contemplated in section 50⁴;

7.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;

7.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

7.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging -

7.3.6.1 an internal appeal;

7.3.6.2 a complaint to the Regulator; and

7.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

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- 7.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10 the regulations made in terms of section 92¹¹.

- 7.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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7.5 The Guide can also be obtained-

7.5.1 upon request to the Information Officer;

7.5.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

7.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours -

7.6.1 English and isiZulu

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8. How to Formally Request for Access to a Record

- 8.1 The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.
- 8.2 The requester must complete the prescribed form from the Information Regulator's Website or attached to this Manual (under **Annexure A**) and submit the form to the Deputy Information Officer at the postal, physical or e-mail address stipulated in section 6 above.
- 8.2.1 The prescribed form must be completed with sufficient information to enable the Deputy Information Officer to identify (a) the record requested; and (b) the identity of the requester.
- 8.2.2 The requester must indicate which form of access is required and specify a postal or e-mail address to which the record should be sent.
- 8.2.3 The requester must state whether he or she requires the information in order to exercise or protect a right and specify the nature of the right which is to be exercised or protected. Furthermore, the requester must explain why the record is necessary to exercise or protect such right.
- 8.2.4 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is submitting the request, and the written consent (**Annexure B**) of the person to whom the record relates or, if that person is incapable of managing his or her affairs, a person appointed by the court to manage those affairs.

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- 8.3 If a request for access to a record is made orally as a result of illiteracy or a disability of a requester the Amber Glades' Deputy Information Officer will complete Form 2 of Annexure A on behalf of the requester and provide a copy to the requester.
- 8.4 Amber Glades' Deputy Information Officer will consider the request in order to ascertain whether the requested information is available and if so, notify the requester in writing (on Form 3 of Annexure A of the Regulations relating to the PAIA, 2021), within thirty (30) days of receipt of the request as to whether the request has been accepted or rejected, and (if accepted) the required fee (**Table 1**).
- 8.5 If the request is granted and the search for and preparation of the record for disclosure would require more than six hours, Amber Glades' Deputy Information Officer will inform the requester, on Form 3 of Annexure A of the Regulations relating to the PAIA, 2021, to pay a deposit which will not exceed one third of the amount payable.
- 8.6 Once the fee has been paid and Amber Glades has obtained the required information, the Deputy Information Officer will disclose the record to the requester.
- 8.7 If a requested record cannot be found or if the record does not exist, the Deputy Information Officer shall notify the requester that it is not possible to give access to the requested record. If the record should subsequently be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Deputy Information Officer has refused access to such record.

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Table 1. The request fee payable by every requester as prescribed in Annexure B of the Regulations relating to the PAIA, 2021

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."

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9. Grounds for Refusal of Access to Records

9.1 The primary grounds upon which Amber Glades has the right to refuse a request for access to a record in terms of PAIA relate to –

- 9.1.1 mandatory protection of the privacy (personal information) of a third party who is a natural person, including a deceased individual.
- 9.1.2 mandatory protection of the commercial information of a third party if the record contains trade secrets, financial, commercial, scientific or technical information, which disclosure could result in harm to the financial or commercial interests of that third party.
- 9.1.3 information disclosed in confidence by a third party to Amber Glades, if the disclosure could disadvantage that party in respect of any contractual or other negotiations or in commercial competition.
- 9.1.4 confidential information of third parties if such information is protected in terms of any agreements concluded between Amber Glades and the third party.
- 9.1.5 mandatory protection of the life or physical safety of individuals, the protection of property and the security systems of Amber Glades.
- 9.1.6 records which would be regarded as privileged from production in legal proceedings.

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- 9.1.7 the commercial activities of Amber Glades which may include trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Amber Glades.
- 9.1.8 information which, if disclosed, could put Amber Glades at a disadvantage in contractual or other negotiations or in commercial competition.
- 9.1.9 computer software which is owned by Amber Glades.
- 9.1.10 the research information of Amber Glades or a third party if disclosure would expose Amber Glades or the third party, the researcher or the subject matter of the research, to serious disadvantage.

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10. Remedies Available when Amber Glades Refuses a Request for Access to a Record

- 10.1 Amber Glades does not have internal appeal procedures. The decision made by the Deputy Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused and the requestor is not satisfied with the decision of the Deputy Information Officer.
- 10.2 A requestor that is dissatisfied with the Deputy Information Officer's decision in respect of a request for information, may lodge a complaint with the Information Regulator, the details of which are stipulated in section 3.1.5 above.
- 10.3 A complaint must be lodged in writing on the prescribed form from the Information Regulator's Website or attached to this Manual (under **Annexure C**) and submitted within 180 days of the decision.
- 10.4 A requestor may also apply to a court for relief in accordance with the provisions of PAIA.

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11. Categories of Records of Amber Glades which are Available Without a Person Having to Request Access

- 11.1 Records of a public nature, typically those disclosed on the company's website (www.amberglades.co.za) and in its various annual reports, may be accessed without the need to submit a formal application by completing Form C.
- 11.2 These are mostly records that may be available on the website and a person may download or request telephonically or by sending an email or a letter (**Table 2**).
- 11.3 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application. However, please note that an appointment to view such records will still have to be made with a Deputy Information Officer.

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Table 2. Categories of records held by Amber Glades which are available without a person having to formally request access, types of the records and how the records can be accessed.

Category of records	Types of the Record	Available on Website	Available upon request
Company records	- CIPC Registration Certificate, - VAT Registration Certificate, - Names, contact details and address of Directors.		X
	Company address and contact details.	X	X
Financial records	Bank account details.		X
Tax records	Letter of Good Stranding.		X
Development records	- Environmental Authorisation, - Environmental Management Plan, - Certificates of Compliance.		X
	Building plans.	X	X
Legal records	- Privacy Policy, - PAIA Manual.	X	X
	Data Retention Policy.		X
Marketing / Communication records	Advertising & promotional material (e.g., brochures).	X	X
	Newsletters ("Glades Glimpses") & other publications ("Residents Gallery"), including images used in marketing.		X

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12. Description of the Records of Amber Glades which are Available in Accordance with Any Other Legislation

Table 3. Records which are created and available in accordance with any of the South African legislation.

Category & Types of Records	Applicable Legislation
Company records: Memorandum of incorporation	Companies Act No. 71 of 2008
Legal records: PAIA Manual	Promotion of Access to Information Act No. 2 of 2000
Development records: Environmental Authorisation	National Environmental Management Act No. 107 of 1998, as amended
Employment records: The employee's name and occupation, working hours, and remuneration.	Basic Conditions of Employment Act No. 75 of 1997
Health & Safety records: Policies, risk assessments, incident reports & training records. Lift, escalator or passenger conveyor records (in the machine compartment)	The Occupational Health and Safety Act No. 85 of 1993

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13. Description of the Subjects on which the Body Holds Records and Categories of Records Held on each Subject by Amber Glades

Table 4. Subjects (e.g., Finance, HR, etc.), in respect of which Amber Glades holds records and the categories of records held on each subject.

Subjects on which the body holds records	Categories of records
Sales, Development & Top Management	• Company records • Financial & Accounting records • Tax records • Information technology records
Strategic Planning	• Development records • Information technology records
Health & Safety	• Health & Safety records • Lift, escalator & passenger conveyor records • Medical records • Information technology records
Human Resources	• Employee records • Tax records • Financial records • Company records • Termination records • Information technology records
Procurement	• Service Provider & Supplier records • Legal records • Information technology records

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Residents & Visitors / Sales Development & Top Management	• Life Right Holder records • Compliance records • Administrative records • Information technology records
Residents & Visitors / Finance & Accounting	• Financial records • Personal records • Information technology records
Residents & Visitors / Marketing & Events	• Marketing & communication records • Information technology records
Residents & Visitors / Reception	• Administrative records • Information technology records
Residents & Visitors / Kitchen	• Catering records • Information technology records
Residents & Visitors / Housekeeping	• Cleaning records • Information technology records
Residents & Visitors / Laundry	• Laundry records • Billing records • Information technology records
Residents & Visitors / Care Centre	• Medical records • Information technology records
Residents & Visitors / Security, Maintenance & Tech	• CCTV Surveillance records • Security access control records • Biometric records • Information technology records

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14. Processing of Personal Information

14.1 Purpose of Processing Personal Information

Amber Devco and the relevant staff of Amber Devco's authorised companies shall only process your personal information for the purposes of pursuing its legitimate interests and matters ancillary thereto, or as directed by an order of an applicable South African court, including but not necessarily limited to:

- 14.1.1 acquiring a Life Right to an Amber Glades Community apartment /car port, securing payment for Amber Devco as required in any agreement of sale, ensuring the well-being of a Life Right Holder and administering the payment of a Life Right into the estate;
- 14.1.2 contacting a next of kin, lawyer, and/or executor;
- 14.1.3 administering the affairs of residents or tenants relating to their residency such as processing of levy or rental and other payments;
- 14.1.4 aiding, when requested to do so, with personal matters such as banking or payments using EFT or card, and cell phone usage;
- 14.1.5 using images or information for print marketing e.g., brochures, or on social media platforms, as well as internal publications such as the "Glades Glimpses" and "Residents Gallery";
- 14.1.6 creating a personalised health care and/ or dietary plan;
- 14.1.7 providing services to residents, such as housekeeping and personalised health care;
- 14.1.8 looking after the safety and security of our residents, visitors, and those who come to work on-site by using CCTV in shared spaces. These tools are used carefully and respectfully, with video and audio recordings collected only to help protect everyone's wellbeing and handled with strict attention to privacy; and
- 14.1.9 improving our website's performance and personalizing your experience.

Directors: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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14.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Table 5. Categories of data subjects in respect of whom the body processes personal information and the nature or types of the personal information being processed.

Categories of Data Subjects	Personal Information that may be processed
Residents, tenants & visitors	name and that of family members, contact details, address, identity card, driver's license, vehicle identification(s), and financial, medical, medical aid, employment, biometric (including image and voice data) and/or internet usage information.
Service Providers & Suppliers	names, company (CIPC) registration number, VAT number, address, contact details, and bank details.
Employees	CVs, names, ID / passport number, marital status, number of dependents, residential and postal addresses, contact details (work / personal numbers and email addresses), banking details (branch, account number and type of account), hourly rates and working hours, income tax number, medical aid, provident and pension fund contributions, basic salary, additional income and expenses.

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14.3 The recipients or categories of recipients to whom the personal information may be supplied

Table 6. Person or category of persons (recipients) to whom Amber Glades may disseminate personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
- Company records (corporate and statutory information) - Financial and accounting records - Tax records - Remote-system access logs	BizSmart (Accountants) Moore's PMB (Auditors)
- Life right holder records (copy of purchase agreement) - Personal records (identity, contact & address information) - Administrative records (banking & executor contact & banking details)	Randle's Attorneys Harcourts Ambers (Real Estate Agents)
Information technology records (Backups, Logs, etc)	Coltek Business Technology Solutions
Employment records (payroll and employment data)	MRBM Consultants (Payroll solutions)
Marketing records (advertising, promotional material, e.g., brochures, and image data or photographs)	Hello Marketing (Website) Helicam Productions / Andrew Martens (sub-contractor)

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Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
• Company records (address & contact details) • (company) Compliance records (PAIA Manual) • Web browser records (internet usage information) • Personal records (names, contact details & addresses on website form leads)	
• Marketing records (advertising, promotional material, e.g., brochures, and image data or photographs)	Chelsea Patterson (Photographers)
• Personal records (names, contact details & addresses) • Catering records (daily food orders, diet plans (preferences) & dietary needs) • Medical records (in frail care) • Financial records (meal billing system)	eThekweni Caterers
• Security access control records (name, address, contact details, identity card, driver's licence, vehicle identification / licence discs) • Biometric records (image data such as facial recognition) • CCTV surveillance records (video & audio recordings, e.g., image, voice data)	JR Electronics • Enkulu Technologies (sub-contractor)
• CCTV surveillance records (video and audio recordings, e.g., image, voice data)	First Knight Security

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14.4 Planned transborder flows of personal information

There is no cross-border transfer of personal information, including that which is stored in the cloud. Our server backup and MS365 services, including *inter alia* Exchange Online (Outlook) and OneDrive are all stored in South Africa.

14.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The relevant staff of Amber Devco's authorised companies have all been trained in the principles of protection of personal information and have all acknowledged they are bound to protect and keep secure all personal information of our data subjects. None of those accessing the personal information at any time will sell or share the information to any other party for any gain.

Amber Devco and its authorised companies employ a combination of technical (computer and network), organisational and physical security measures to securely store and control access to your personal information both in physical records at the Amber Glades office(s) and electronically on their server or in the cloud.

Technical Safeguards:

- Data is encrypted while it is in transit, at rest and on portable devices;
- Threat detection by filtering all incoming emails and communications for malicious links, spam, malware and attachments using an internet security software that is both an anti-virus and antimalware, called ESET.
- General security related patches and updates are applied to the server;
- Password controls;

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- Resilience controls: daily backups to a location that is separate from our working environment, specifically a secure cloud platform called Microsoft OneDrive;
- A basic firewall (Mikrotik CCR1016) to restrict access to the company network; and
- Remote access via a VPN.

Organisational Safeguards:

- POPIA staff training and awareness.
- Confidentiality agreements.
- Role-based access.
- Policies & procedures, e.g., third party requests for information.

Physical Safeguards:

- Amber Glades offers a secure lifestyle, featuring robust security with electric fences, CCTV surveillance, and controlled access points to ensure resident safety and peace of mind.
- Physical and electronic documents are stored under lock and key.

Amber Devco or its authorised companies will notify you and the Information Regulator should there be reasonable grounds to believe that your personal information has been accessed or acquired by any unauthorised party, e.g., in the case of a data breach.

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15. Availability of the Manual

15.1 A copy of the Manual is available-

15.1.1 on www.amberglades.cp.za;

15.1.2 at the reception of Amber Glades for public inspection during normal business hours;

15.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

15.1.4 to the Information Regulator upon request.

15.2 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.

16. Updating the Manual

The head of Amber Glades will on a regular basis update this manual.

Issued by:



Timothy Errol Matthew Gibson

Director & Development Manager

Directors: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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Annexure A FORM 2 Request for Access to Record
(Regulation 7 of the Regulations relating to PAIA, 2021)



Directors: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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FORM 2**REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1" style="display: inline-table;"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

Annexure B Resident Consent to Share Personal Information

Directors: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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RESIDENT CONSENT TO SHARE PERSONAL INFORMATION

This Letter of Authorisation ("LOA") is executed pursuant to the Protection of Personal Information Act, 2013 ("POPIA") and is entered into between:

Amber Devco (RF) (PTY) LTD (the "Responsible Party")

And

..... (the "Data Subject")

..... Identity Number

The Responsible Party is required under Section 11(1)(a) and Section 18(1) of the POPIA to obtain the Data Subject's informed consent to collect, use, and process his or her personal information, as well as take reasonably practicable steps to notify the Data Subject of *inter alia*, personal information being collected, the purpose for which the information is being collected, and, where applicable, the recipient of the information.

1. Definitions

Terms used herein shall have the same meaning as those in POPIA (e.g., "Personal Information", "Data Subject", "Processing").

Reference to Amber Devco (RF) (PTY) LTD includes its authorised companies, namely Amber Glades Care (PTY) Ltd, Glades Care Partners (PTY) Ltd, Glades Facilities Management (PTY) Ltd.

2. Consent & Notification

By signing this LOA, the Data Subject authorises the Responsible Party, to share his or her personal information, specifically [*Describe the nature of the personal information*]

.....

.....

.....

Director: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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Report Revision No.: 00_07Dec25



amberglades
a caring community

Amber Devco (RF) (Pty) Ltd
Reg. No. 2019/075001/07
Vat No. 4800 285 761

Amber Glades | off D507 | off Karkloof Road
Howick | 3290

with [Enter the full name and identity number of the Recipient]

.....

for the purpose(s) of [Describe the recipients intended purpose for processing the personal information]

.....

.....

..... only.

By his or her signature hereto, the Data Subject further acknowledges his or her right to withdraw their consent at any time, but with the understanding that any processing done before the withdrawal remains lawful.

3. Liability and Indemnity

The Data Subject indemnifies and holds the Responsible Party harmless against any claims, damages, costs, or liabilities arising from the recipient's receipt and subsequent processing of his or her personal information.

Signed at:

Signed:

Date:

Full Name of Data Subject

Director: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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Report Revision No.: 00_07Dec25

AN INITIATIVE MADE POSSIBLE BY
OLD MUTUAL ALTERNATIVE INVESTMENTS




HERDSMORE



Amber Devco (RF) (Pty) Ltd
Reg. No. 2019/075001/07
Vat No. 4800 285 761

Amber Glades | off D507 | off Karkloof Road
Howick | 3290

Annexure C FORM 5 Complaint Form

Directors: T. E. M. Gibson, I. A. Mason & G. C. Wolmarans

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AN INITIATIVE MADE POSSIBLE BY
OLD MUTUAL ALTERNATIVE INVESTMENTS

Report Revision No. 00_15Dec25






**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200

Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5

[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/infoegl>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

☐

Complainant Personally

☐

Representative of Complainant

☐

Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)	
PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		
PART B REPRESENTATIVE INFORMATION (Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)			
Type of Body	Private		Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
PART D				
BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given (if any)				
PART E				
COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.			

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		
PART G EXPECTED OUTCOME How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

☐

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

☐

The information in this Complaint Form is true to the best of my knowledge and belief.

☐

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

☐

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

☐

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party