

PAIA MANUAL

(Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000)

1. Introduction

Elite Auctions (Pty) Ltd ("Elite Auctions") is a private body engaged in auctioneering, asset disposal, and related services.

This manual is prepared in accordance with the Promotion of Access to Information Act, 2000 ("PAIA") to ensure that members of the public understand how to request access to information held by Elite Auctions, and to promote transparency and accountability.

2. Company Details

Registered Name: Elite Auctions (Pty) Ltd

Trading Name: Elite Auctions

Registration Number: 2020/56441/07

Physical Address: Johannesburg, Gauteng, South Africa

Email: henco@eliteauctions.co.za

3. Information Officer

In terms of PAIA and POPIA, the designated Information Officer is responsible for managing all requests for access to information.

Information Officer: Henco de Kock

Email: henco@eliteauctions.co.za

4. PAIA and POPIA Overview

PAIA gives effect to the constitutional right of access to information, while POPIA regulates the protection of personal information.

Elite Auctions is committed to:

- Protecting personal information
- Ensuring transparency in information handling
- Providing access to records where legally required

5. Categories of Records Held by Elite Auctions

Elite Auctions maintains the following categories of records:

5.1 Company Records

- Company registration documents
- Shareholding and governance records
- Internal policies and procedures

5.2 Client and Transaction Records

- Auction registration forms
- Mandates to sell
- Bidder registration details
- Sales and transaction agreements
- Invoices and payment records

5.3 Financial Records

- Accounting records
- Tax submissions and compliance records
- Bank-related transaction data

5.4 Operational Records

- Auction listings and catalogues
- Asset inventories
- Valuation records
- Marketing and advertising materials

5.5 Human Resources Records

- Employee contracts
- Payroll records
- Disciplinary and HR files (where applicable)

5.6 Communication Records

- Email correspondence
- Recorded auction communications (where applicable)
- Client correspondence and enquiries

6. Categories of Data Subjects

Elite Auctions may hold information relating to:

- Clients (buyers and sellers)
- Bidders and auction participants
- Service providers and suppliers
- Employees and contractors
- Regulatory and legal entities

7. Purpose of Processing Information

Information is processed for:

- Conducting auctions and asset sales
- Administering client mandates
- Legal and regulatory compliance
- Financial record-keeping
- Communication and marketing of auction events
- Operational and business management

8. Requesting Access to Information (PAIA Procedure)

A requester may submit a PAIA request to obtain access to records held by Elite Auctions.

8.1 How to Submit a Request

Requests must be submitted in writing to:

Email: henco@eliteauctions.co.za

The request must include:

- Full name of requester
- Contact details
- Detailed description of the information requested
- Reason for request (where applicable under PAIA requirements)
- Proof of identity

8.2 Fees

In accordance with PAIA regulations, prescribed fees may apply for:

- Request processing
- Search and preparation of records
- Reproduction of documents

8.3 Response Time

Elite Auctions will respond to PAIA requests within the statutory timeframe prescribed by law, typically within 30 days, unless an extension is required.

9. Grounds for Refusal of Access

Access to information may be refused where:

- The request involves personal information of third parties
- Disclosure would breach confidentiality agreements
- The information is legally privileged
- The request is manifestly frivolous or vexatious
- Disclosure is prohibited by law

10. Protection of Personal Information (POPIA Alignment)

Elite Auctions ensures that personal information is:

- Collected for lawful and specific purposes
- Stored securely using controlled access systems
- Processed only by authorised personnel or service providers
- Protected against loss, unauthorised access, or misuse

11. Availability of This Manual

This PAIA Manual is available:

- On request via email at henco@eliteauctions.co.za
- On the official Elite Auctions website

12. Updating of This Manual

This manual may be updated periodically to reflect changes in legislation, operational processes, or regulatory requirements.

13. Information Regulator Contact Details

Complaints or escalations may be directed to:

The Information Regulator (South Africa)

Website: <https://inforegulator.org.za>

14. Declaration

Elite Auctions (Pty) Ltd confirms that this manual is published in compliance with Section 51 of PAIA and reflects the current access-to-information procedures of the organisation.

