



RENTALS / SALES

YOUR LOCAL PROPERTY EXPERT

PUBLIC ACCESS MANUAL

PAIA MANUAL

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000
and incorporating the applicable POPIA manual disclosures

APEX RENTALS (PTY) LTD

Registration 2014/181625/07 | Trading as Apex Rentals

Document control	Detail
Issued	24 July 2026
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Edition	English
Head / Information Officer	Barend Petrus Scholtz

Availability: Published at www.apexrentals.co.za and available for inspection at the principal business address during normal business hours by prior arrangement.

Manual at a glance

This manual explains how to request access to records held by Apex Rentals, the categories of records the business holds, records that are publicly available, and how Apex Rentals processes personal information. Listing a category does not mean that every record exists or that access will automatically be granted.

Request route: Use PAIA Form 2, identify the record and the right you seek to exercise or protect, attach proof of identity and authority where applicable, and send the request to info@apexrentals.co.za.

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Quick contact

Item	Particulars
Private body	Apex Rentals (Pty) Ltd, registration 2014/181625/07
Trading name	Apex Rentals
Head / Information Officer	Barend Petrus Scholtz
Email	info@apexrentals.co.za
Telephone	076 901 5666
Physical address	72 Van Ryneveld Avenue, Pierre van Ryneveld, Centurion
Website	www.apexrentals.co.za



1. Definitions and interpretation

Term	Meaning
Apex Rentals / private body	Apex Rentals (Pty) Ltd, registration number 2014/181625/07, trading as Apex Rentals.
Head	The head of the private body for PAIA purposes, being Barend Petrus Scholtz.
Information Officer	The person responsible for the duties assigned by POPIA and for coordinating access-to-information requests on behalf of the private body.
PAIA	The Promotion of Access to Information Act 2 of 2000, as amended, and its regulations.
POPIA	The Protection of Personal Information Act 4 of 2013 and its regulations.
Record	Recorded information in any form or medium that is in the possession or under the control of Apex Rentals, whether or not created by Apex Rentals.
Regulator	The Information Regulator (South Africa).
Requester	A person making a request for access under PAIA, including a person acting on behalf of another person.

References to legislation include amendments and replacement provisions. “Including” does not limit the words that precede it. If this manual conflicts with applicable law, the law prevails.

2. Purpose and scope

PAIA gives effect to the constitutional right of access to information. For a record held by a private body, section 50 generally requires the requester to show that the record is required for the exercise or protection of a right, comply with PAIA’s procedural requirements, and establish that access is not refused under a lawful ground.

This manual is intended to:

- identify Apex Rentals and its responsible contact person;
- describe the categories of records that may be held;
- explain which records are publicly available without a formal PAIA request;
- explain how to make and pursue a request for access;
- describe the main POPIA processing activities, recipients and safeguards; and
- provide current links to prescribed forms and official guidance.

Important: This manual is an index and procedural guide. It does not create a right of access beyond PAIA, POPIA or another applicable law, and it does not mean that every category listed is held in every case.



3. Details of the private body

Item	Particulars
Registered name	Apex Rentals (Pty) Ltd
Registration number	2014/181625/07
Trading name	Apex Rentals
Nature of business	Residential property letting, rental management and property sales, principally in Pretoria and Centurion
Head / Information Officer	Barend Petrus Scholtz
Principal property practitioner	Elizabeth Catharina Struwig
Directors	Barend Petrus Scholtz and Elizabeth Catharina Struwig
Physical address	72 Van Ryneveld Avenue, Pierre van Ryneveld, Centurion
Telephone	076 901 5666
Email	info@apexrentals.co.za
Website	www.apexrentals.co.za
Regulatory status	Registered with the PPRA. Fidelity Fund Certificates are displayed at the business premises and are available for inspection or on request.
Trust-account position	Apex Rentals does not operate a trust account and has been granted a full trust-account exemption by the PPRA. Rental and deposit payments are administered electronically through PayProp; sale monies are paid directly to the appointed conveyancing attorneys.

4. Information Regulator's PAIA Guide

The Regulator has published a Guide under section 10 of PAIA in an accessible form for people who wish to exercise rights under PAIA or POPIA. The Guide explains the objects of the Acts, how requests are made, available assistance and remedies, fee notices, voluntary disclosure and the applicable regulations.

The Guide is available in South Africa's official languages and in Braille from the Information Regulator. It may be obtained from the Regulator's website or requested from the Information Officer. The English Guide is linked in Appendix A.

Regulator contact	Details
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
Toll-free	0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za

Regulator contact	Details
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za/

5. Records available without a formal PAIA request

The following categories are generally available without submitting Form 2, subject to reasonable website, inspection, copying, identity-verification and confidentiality arrangements:

Category	Description	Access route
Website information	Published service descriptions, business particulars, physical address, public telephone number, Privacy Notice, Legal Notices and complaints process.	Website
PAIA material	This manual, the PAIA information page and links to the Regulator's prescribed forms and Guide.	Website or office
Property listings	Listings and marketing information intentionally made public while a mandate or listing remains current.	Website or linked property portals
Regulatory verification	PPRA Practitioner Search link and inspection of current Fidelity Fund Certificates displayed at the premises; copies available on request.	Website link, office inspection or request
Public company information	Information lawfully available from CIPC or another public register.	Relevant public register

A record is not automatically available merely because it falls within a broadly named category. Private application, mandate, lease, identity, banking, payment, complaint, personnel and compliance records require an appropriate lawful process.

6. Records held under other legislation

Apex Rentals may create, receive or retain records under legislation applicable to its activities. The list is indicative and applies only to the extent that a statute is relevant to a particular record or activity.

Legislation	Typical record area
Basic Conditions of Employment Act 75 of 1997	Employment and leave records
Companies Act 71 of 2008	Company, director, governance and accounting records
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Employment injury and registration records, where applicable
Consumer Protection Act 68 of 2008	Consumer-facing service, transaction and complaint records, where applicable
Electronic Communications and Transactions Act 25 of 2002	Electronic communications, transactions and website information
Employment Equity Act 55 of 1998	Employment records, where applicable



6. Records held under other legislation (continued)

Legislation	Typical record area
Financial Intelligence Centre Act 38 of 2001	CDD, risk, transaction, screening and reporting records
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax, accounting and supporting records
Labour Relations Act 66 of 1995	Employment and labour-relations records
National Credit Act 34 of 2005	Consumer credit information and credit-bureau enquiry records, where applicable
Occupational Health and Safety Act 85 of 1993	Workplace health and safety records, where applicable
Promotion of Access to Information Act 2 of 2000	PAIA manual, requests, decisions and access records
Protection of Personal Information Act 4 of 2013	Personal-information processing, security and rights-request records
Property Practitioners Act 22 of 2019 and Regulations	FFC, mandate, disclosure, transaction and business records
Rental Housing Act 50 of 1999	Lease, deposit, inspection and tenancy records
Sectional Titles Schemes Management Act 8 of 2011 and Community Schemes Ombud Service Act 9 of 2011	Scheme rules and related property/occupancy records, where applicable
Skills Development Act 97 of 1998 and Skills Development Levies Act 9 of 1999	Training and levy records, where applicable
Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002	UIF and employment contribution records
Value-Added Tax Act 89 of 1991	VAT records, if applicable



7. Categories of records held by Apex Rentals

The categories below help a requester identify a record. Access remains subject to section 50, applicable fees, third-party procedures and the refusal grounds in PAIA.

Record category	Examples
Corporate and governance	CIPC records; incorporation documents; registers; resolutions; director information; policies; contracts; insurance and asset records.
Property-practitioner regulation	PPRA registrations; Fidelity Fund Certificates; exemption records; qualifications; continuing professional development and regulatory correspondence.
FICA and compliance	FIC registration; RMCP and related controls; CDD and beneficial-ownership records; risk assessments; sanctions and prominent-person screening; training; internal review and reporting records.
Owners, sellers and mandates	Enquiries; identification and address records; entity authority; beneficial ownership; property ownership verification; bank verification; mandates; instructions; correspondence and termination records.
Listings and marketing	Property descriptions; valuations and market assessments; photographs and video; advertising approvals; portal records; enquiries and viewing arrangements.
Rental applicants	Application forms; identity and immigration documents; selfies used for manual ID comparison; address and income evidence; affordability information; references; TPN and credit-bureau results; rental history; authorisations; risk assessments; successful and unsuccessful application records.
Tenancies and leases	Lease offers and agreements; addenda; guarantees; occupants; scheme rules; invoices; payment records; notices; renewals; cancellations; correspondence and exit records.
Inspections and property condition	Incoming, periodic and outgoing inspection reports; photographs and videos; keys/access records; condition reports and damage information.
Maintenance and service providers	Maintenance requests; quotes; approvals; work orders; contractor records; invoices; warranties; insurance claims and communications.
PayProp and financial administration	Owner and tenant ledgers; invoices; statements; rental and deposit allocations; disbursements; reconciliations; refunds; verified banking instructions; accounting, tax and audit records.
Property sales	Seller and buyer records; offers to purchase; FICA and source-of-funds records; sale correspondence; bond and conveyancing coordination; compliance certificates and transfer records.
Complaints, disputes and legal matters	Online complaints; supporting records; investigations; responses; tribunal, ombud, regulator, attorney and court correspondence; settlement and evidential records.
Personnel and contractors	Applications; contracts; identification; qualifications; screening; payroll; leave; performance; discipline; training and termination records.
Information technology and communications	Website submissions; email and communication records; access logs; system, backup, security, incident and service-provider records.
PAIA and POPIA administration	Manuals; officer registration; PAIA and POPIA requests; proof of identity and authority; decisions; fee notices; disclosures; objections; correction/deletion requests; complaints and breach records.

8. How to request access

8.1 Before making a request

Check whether the record is already publicly available. A person requesting their own personal information may also use the applicable POPIA access or correction route. A request for a record to be used in pending civil or criminal proceedings may fall outside PAIA under section 7 and should be pursued under the applicable procedural rules.

8.2 Required request steps

1. Use the prescribed Form 2: Request for Access to Record.
2. Address the request to the Head / Information Officer and provide sufficient detail to identify the requested record.
3. State the right that you seek to exercise or protect and explain why the requested record is required for that purpose.
4. Identify the preferred form of access and any accessibility or communication requirement.
5. Attach adequate proof of identity. If acting for another person, attach that person's proof of identity and written proof of authority.
6. Send the completed request to info@apexrentals.co.za or deliver it to 72 Van Ryneveld Avenue, Pierre van Ryneveld, Centurion.
7. Pay any prescribed request fee after receiving a lawful fee notice. Do not send payment before payment instructions are confirmed.

8.3 Assistance and clarification

Apex Rentals may ask for clarification where a record cannot reasonably be identified, proof of authority is insufficient, or the right and necessity for the record have not been explained. Reasonable assistance will be provided where required by PAIA. Providing information does not guarantee access.

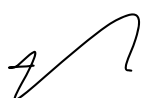
8.4 Third-party information

Where the requested record contains information about another person, Apex Rentals may have to notify that person and allow representations before deciding the request. This may affect the response process and does not mean that the third party has an unrestricted veto.

9. Fees, decisions and remedies

9.1 Fees

Fees are governed by PAIA and Annexure B to the current PAIA Regulations. A requester seeking access to a record containing personal information about themselves is generally not charged the initial request fee. For another request, the prescribed non-refundable request fee may be required before further processing.



If access is granted, prescribed reproduction, search, preparation, media and delivery costs may be payable. Where more than six hours are expected to be required for search and preparation, a deposit of one third of the anticipated access fee may be required. Apex Rentals will issue a written fee notice and payment instructions where applicable. Current amounts should be checked against the official fee schedule at the time of the request.

9.2 Decision period

Apex Rentals will ordinarily decide a properly made request within 30 days after receipt, subject to a lawful extension. The requester will be notified of an extension and the reason for it. If access is granted, the notice will state the form of access and fees payable. If refused, the notice will identify the decision and available remedies to the extent required by PAIA.

9.3 Remedies

There is no internal appeal against a decision of the head of a private body. A requester or affected third party may lodge a complaint with the Information Regulator using PAIA Form 5, subject to PAIA's requirements and time limits, or may apply to a competent court. The Regulator's PAIA complaints address is PAIAComplaints@inforegulator.org.za.

10. Grounds on which access may be refused

PAIA requires or permits refusal in specified circumstances. Depending on the record, these may include:

- mandatory protection of the privacy of a third-party natural person;
- mandatory protection of commercial information of a third party;
- mandatory protection of confidential information supplied by a third party;
- mandatory protection of the safety of individuals and protection of property;
- records privileged from production in legal proceedings;
- commercial information of Apex Rentals, including trade secrets, financial or technical information, or information that could cause commercial prejudice;
- research information protected by PAIA;
- records that cannot be found or do not exist after reasonable steps, in which event PAIA's affidavit or affirmation process may apply; and
- another refusal or deferral ground contained in PAIA.

Where reasonably possible and permitted, a record may be severed so that an accessible portion can be disclosed. PAIA's public-interest override will be considered where applicable. Access may also be deferred where a record is due to be published within the period allowed by PAIA.



11. Processing of personal information under POPIA

11.1 Purposes of processing

- responding to enquiries and taking steps requested before a mandate, lease, sale or related agreement;
- verifying identity, authority, property ownership, bank details and supplied information;
- assessing rental applications, affordability, credit and rental risk and preventing fraud;
- performing and administering mandates, leases, offers, sales, inspections, payments, maintenance and related services;
- meeting FICA, tax, company, property-practitioner, employment, PAIA and other legal duties;
- keeping business, accounting, audit, security and evidential records;
- addressing complaints, disputes, legal claims and regulatory matters; and
- protecting the legitimate rights and interests of Apex Rentals, clients, applicants, tenants and other affected persons.

Direct marketing: Apex Rentals does not use personal information collected through enquiries, applications or property transactions to send direct marketing and does not sell personal information.

11.2 Data subjects and information categories

Category of data subject	Categories of personal information
Website visitors and enquirers	Contact details, enquiry content, technical submission information and correspondence.
Owners, landlords and sellers	Identity, contact, address, ownership, mandate, banking, tax, entity, beneficial-ownership, FICA and transaction information.
Applicants, tenants, occupants and sureties	Identity, contact, address, immigration, employment, income, banking, affordability, credit, rental history, application, selfie/manual identity comparison, lease, payment, inspection and correspondence information.
Purchasers and representatives	Identity, contact, address, marital arrangement, authority, entity, beneficial ownership, FICA, source-of-funds, offer, bond and conveyancing information.
Employees and contractors	Identity, contact, qualifications, screening, contract, payroll, tax, leave, training, performance and disciplinary information.
Service providers and professional advisers	Contact, identity, company, banking, contract, invoice, insurance, work and communication records.
Complainants, witnesses and other third parties	Identity, contact, relationship, complaint, supporting, investigation, response and legal information relevant to the matter.

11.3 Recipients or categories of recipients

- the relevant property owner or seller, receiving only appropriate information reasonably necessary for a selection or transaction decision;



- PayProp for controlled rental, deposit, payment and property-account administration;
- TPN, registered credit bureaux and lawful identity, fraud-prevention or screening services;
- conveyancing attorneys, bond originators, banks, insurers and professional advisers;
- contractors, inspectors, body corporates, homeowners' associations and utility or service providers where relevant;
- courts, tribunals, ombuds, law-enforcement bodies, FIC, PPRA, Information Regulator and other authorities where authorised or required; and
- information-technology, hosting, email, storage, backup and security service providers acting under appropriate safeguards.

11.4 Transborder processing

Apex Rentals does not ordinarily transfer transaction funds across borders. Personal information may, however, be stored or processed outside South Africa through a cloud, email, software, support or backup provider. Any such transfer must comply with section 72 of POPIA through an adequate legal basis and appropriate safeguards.

11.5 Security measures

Apex Rentals uses reasonable and appropriate technical and organisational safeguards having regard to the nature of the information and reasonably foreseeable risks. Measures include, where appropriate:

- role-based and restricted access to application, compliance and financial records;
- identity and banking-detail verification controls;
- controlled use of PayProp and other approved service providers;
- password, device, email, anti-malware and software-maintenance practices;
- physical safeguards for paper records held at the office;
- backup and recovery arrangements;
- staff confidentiality, screening, training and incident escalation;
- service-provider confidentiality and security requirements; and
- assessment, containment, investigation and legally required notification of security compromises.

Security descriptions in this public manual are intentionally high level and do not disclose operational details that could weaken security.

11.6 Retention and data-subject rights

Records are kept for the period required by law or reasonably necessary for their purpose. Successful and unsuccessful rental applications and associated authorisation and verification records are ordinarily retained for five years for applicable compliance, evidential, complaint, dispute, fraud-prevention and legal-right purposes. Records may be retained longer where a legal hold, dispute or another lawful reason applies.

Subject to applicable law, a data subject may request access to personal information, correction or deletion of inaccurate or unlawfully held information, object to processing on permitted grounds, withdraw consent

where processing depends on consent, or lodge a complaint. POPIA Forms 1 and 2 and the Regulator's complaint resources are linked in Appendix A.

12. Availability, approval and revision

Availability route	Details
Website	www.apexrentals.co.za/paia.html
Office inspection	72 Van Ryneveld Avenue, Pierre van Ryneveld, Centurion, during normal business hours by prior arrangement
Information Officer	info@apexrentals.co.za 076 901 5666
Copy	Electronic copy from the website without charge; reasonable prescribed copying or delivery charges may apply to other forms
Regulator	Provided to the Information Regulator on lawful request and submitted through the applicable facility where required

The Information Officer will review this manual when material business details, record categories, processing activities, contact information or legal requirements change. A formal annual recreation is not required solely because a year has passed, but Apex Rentals will conduct a periodic review and publish the current approved version.

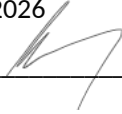
Approval

Approved for issue by:

Barend Petrus Scholtz

Director, Head of the Private Body and Information Officer

Date: 24 July 2026

Signature:  _____



Appendix A. Request checklist and official forms

A.1 Form 2 request checklist

- Use the current Form 2.
- Describe each requested record sufficiently.
- Identify the right to be exercised or protected.
- Explain why the record is required for that purpose.
- State the requested form of access.
- Provide contact details and preferred communication method.
- Attach proof of identity.
- If acting for another person, attach proof of authority and that person's proof of identity.
- Retain a copy and proof of submission.
- Wait for a fee notice before making payment.

A.2 Official forms and guidance

[PAIA Form 2 — Request for Access to Record](#)

[PAIA Form 5 — Complaint to the Information Regulator](#)

[Information Regulator PAIA Guide — English](#)

[Information Regulator PAIA resources and translated Guides](#)

[POPIA Form 1 — Objection to Processing](#)

[POPIA Form 2 — Correction or Deletion Request](#)

[Information Regulator complaints page](#)

Appendix B. Official sources

This manual was prepared with reference to the following official sources. Links are supplied for convenience; the current consolidated law and current prescribed forms apply.

[Promotion of Access to Information Act 2 of 2000](#)

[PAIA Regulations, Government Notice R.757 of 27 August 2021](#)

[Protection of Personal Information Act 4 of 2013](#)

[Information Regulator](#)

[Property Practitioners Act 22 of 2019](#)

[Property Practitioners Regulations, 2022](#)

[PPRA Practitioner Search](#)

