

Crown Pawn and Second Hand Dealers (Pty) Ltd

PAIA & POPIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act 2
of 2000 (as amended)**

DATE OF COMPILATION: 29 June 2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 “CEO” Chief Executive Officer

1.2 “DIO” Deputy Information Officer;

1.3 “IO” Information Officer;

1.4 “Minister” Minister of Justice and Correctional Services;

1.5 “PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended;

1.6 “PFMA” Public Finance Management Act No.1 of 1999 as Amended;

1.7 “POPIA” Protection of Personal Information Act No.4 of 2013;

1.8 “Regulator” Information Regulator.

1.9 “Deputy Information Officer” means any person duly designated by the Company to assist the Information Officer in performing duties in terms of PAIA and POPIA.

1.10 “Information Officer” means the head of the private body or any person duly authorised or designated in terms of PAIA and POPIA to perform the functions and responsibilities of an Information Officer

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the nature of the records which may already be available at Crown Pawn and Second Hand Dealers (Pty) Ltd, without the need for submitting a formal PAIA request;

2.2 have an understanding of how to make a request for access to a record of the Crown Pawn and Second Hand Dealers (Pty) Ltd;

2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;

2.4 know all the remedies available from the Crown Pawn and Second Hand Dealers (Pty) Ltd regarding request for access to the records, before approaching the Regulator or the Courts;

2.5 the description of the services available to members of the public from the Crown Pawn and Second Hand Dealers (Pty) Ltd, and how to gain access to those services;

2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.7 if the body 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;

2.8 know if the Crown Pawn and Second Hand Dealers (Pty) Ltd 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

2.9 knows whether the Crown Pawn and Second Hand Dealers (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE Crown Pawn and Second Hand Dealers (Pty) Ltd Promotion of Access to Information Act, 2000 (PAIA)

3.1. Objectives/Mandate

The Company maintains records in compliance with applicable South African legislation. The legislation below includes, but is not limited to, the following:

- Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).
- Protection of Personal Information Act, 2013 (Act No. 4 of 2013).
- Companies Act, 2008 (Act No. 71 of 2008).
- Consumer Protection Act, 2008 (Act No. 68 of 2008).
- Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002).
- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997).
- Income Tax Act, 1962 (Act No. 58 of 1962).
- Unemployment Insurance Act, 2001 (Act No. 63 of 2001).
- Second-Hand Goods Act, 2009 (Act No. 6 of 2009).
- Any regulations, codes of conduct or directives issued under the above legislation.

4. STRUCTURE OF THE Crown Pawn and Second Hand Dealers (Pty) Ltd AND FUNCTIONS

4.1. Structure

Crown Pawn and Second Hand Dealers (Pty) Ltd consists of two (2) directors with company shares and one (1) administration staff and one (1) sales representative.

"Deputy Information Officer" means any person duly designated by the Company to assist the Information Officer in performing duties in terms of PAIA and POPIA.

"Information Officer" means the head of the private body or any person duly authorised or designated in terms of PAIA and POPIA to perform the functions and responsibilities of an Information Officer

4.2 Functions

A Deputy Information Officer acts under the authority and direction of the Information Officer and may perform functions delegated to them, including:
Assisting with the administration of requests for access to records submitted under PAIA.

- Assisting with requests, complaints and enquiries relating to the processing of personal information under POPIA.

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- Supporting the implementation and monitoring of the Company's information governance and records management programmes.
- Assisting with the maintenance and periodic review of this PAIA Manual.
- Facilitating communication between the Company, data subjects, requesters and the Information
- Regulator where required.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE Crown Pawn and Second Hand Dealers (Pty) Ltd

5.1. Chief Information Officer

Name: Vikesh Maharaj

Tel: +27 81 559 3433

Email: info1@crowngoldbuyers.co.za

Fax number: N/A

5.2. Deputy Information Officer:

Name: Praveen Maharaj

Tel: +27 837735479

Email: info1@crowngoldbuyers.com

Fax Number: N/A

5.3 Access to information general contacts

Email: info1@crowngoldbuyers.com

5.4 National / Head Office

Postal Address: Provide Postal Address

Physical Address: Shop 7, 574 Dr Chota Motala Road, Raisethorpe, Pietermaritzburg, KwaZulu-Natal, 3201, South Africa

Telephone: +27 81 559 3433

Email: info1@crowngoldbuyers.com

Website: <https://www.crowngoldbuyers.co.za/>

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE Crown Pawn and Second Hand Dealers (Pty) Ltd

NB: Please describe all remedies available in respect of an act or a failure to act by the body. This may include-

- a) internal appeal,*
- b) process for complaining to the Information Regulator or any regulatory body; and/or*
- c) process for approaching the Court with jurisdiction for appropriate relief.*

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, 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 one (1) official language.

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, electronic mail address of

7.3.2.1. the Information Officer of every public body, and

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

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 Information Officer 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;

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.

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.

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;

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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 or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained

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.”

7.4.1. upon request to the Information Officer;

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

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE Crown Pawn and Second Hand Dealers (Pty) Ltd

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NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used.

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	Financial records Customer records Supplier agreements Employee records Transaction records Compliance documentation

9. CATEGORIES OF RECORDS OF THE Crown Pawn and Second Hand Dealers (Pty) Ltd WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records of the body which are available without a person having to request access in terms of this Act, type of document and how the document can be accessed. These are mostly records that may be available on the website and a person may just download or request telephonically or by sending an email or a letter. Below is the template that can be used.

Category	Document Type	Available upon request	Available on Website Available upon request
Legislation /Regulations	-Compliances		X
Strategic Documents (Plans and Report)	- Organisational profile (Overview, Objectives, Functions) - Annual Reports; - Strategic Plan; - Annual Performance Plan;	X	

	- Strategic and Performance Plans;		
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10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE Crown Pawn and Second Hand Dealers (Pty) Ltd AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and function

Crown Pawn and Second Hand Dealers (Pty) Ltd operates in the pawn and second-hand goods industry, providing services that include the buying, selling, and pawning of pre-owned items. In conducting these activities, the company engages with customers, suppliers, and regulatory authorities, and maintains records necessary for operational, legal, and compliance purposes.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY Crown Pawn and Second Hand Dealers (Pty) Ltd

None

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

The company processes personal information in accordance with POPIA for lawful purposes including: Customer identification and verification Transaction processing Compliance with legal obligations.

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

- Identity information
- Contact details
- Financial information
- Transaction history

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Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

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

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services,
Identity number and names, transaction history	South African Police Services, Legal and Justice System, South African Revenue Service
Identity number and names, transaction/s	Service providers acting on behalf of the business

12.4 Planned transborder flows of personal information

Non intentional plan.

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

Personal information may be transferred outside South Africa in the following circumstances:

- Where cloud-based software or data hosting services are located outside South Africa.
- Where international software providers process information on behalf of the Company.
- Where professional advisers, auditors or consultants operate from another jurisdiction.
- Where the transfer is necessary for the performance of a contract with the data subject.
- Where the transfer is required or authorised by law.
- Where the data subject has consented to the transfer.
- Where the transfer is necessary for the benefit of the data subject and obtaining consent is not reasonably practicable.

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is made available in the following official languages

13.1.1 English;

13.2 A copy of this Manual or the updated version thereof, is also available as follows

13.2.1 on <https://www.crowngoldbuyers.co.za> , if any, of the public body;

13.2.2 at the head office of the public body for public inspection during normal business hours;

13.2.3 to the Information Regulator upon request.

13.2.4 to any person upon request and upon the payment of a reasonable prescribed fee as per guidelines; and an affidavit disclosing reasonings for request

13.2.5 to the Information Regulator upon request.

13.6 A fee for a copy of the Manual, of the Regulations, shall be payable per each A4-size photocopy made.

14. UPDATING OF THE MANUAL

The Crown Pawn and Second Hand Dealers (Pty) Ltd will, if necessary, update and publish this Manual annually.

Issued by

Vikesh Maharaj

Information Officer