MANUAL

PROMOTION OF ACCESS TO INFORMATION ACT, No. 2 OF 2000

of

Tyron Hulley t/a Surf n Sea Beachfront Holiday Home

(Private Body – Sole Proprietorship)

Prepared and compiled in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended), in respect of Tyron Hulley t/a Surf n Sea Beachfront Holiday Home.

Nature of Business: Self-catering beachfront holiday accommodation

Registration Number: Not applicable – Sole Proprietorship

Date Compiled: 24 July 2026

Last Updated: 24 July 2026

Table of Contents

1. Introduction 3
2. The Act 3
3. Purpose of the Manual 3
4. Contact Details 5
5. Guide on How to Use PAIA and How to Obtain Access to the Guide 6
6. Records Automatically Available to the Public 7
7. Records of the Private Body 8
8. Records Required in Terms of Legislation 9
9. Processing of Personal Information 10
10. Request Procedure for Obtaining Information 13
11. Fees 14
12. Grounds for Refusal of Access to Information 15
13. Decision & Availability of the Manual 16
Annexure A: Prescribed Fees 17
Annexure B: Form 2 – Request for Access to Record 18
Annexure C: Form 3 – Outcome of Request and Fees Payable 20

1. INTRODUCTION

Welcome to Surf n Sea Beachfront Holiday Home, a much-loved self-catering holiday home tucked into the heart of Wavecrest, Jeffreys Bay — just 50 metres from the beach and conveniently positioned between the world-famous Supertubes surf break and Point Beach. Our home offers spacious, comfortable accommodation for surfers, anglers, families and friends looking for the perfect Eastern Cape coastal getaway.

Tyron Hulley t/a Surf n Sea Beachfront Holiday Home is operated as a sole proprietorship, with Tyron Hulley personally responsible for the day-to-day management of the property, guest bookings, and the information held in connection with the business.

2. THE ACT

The Promotion of Access to Information Act, No. 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person that is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such a request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognises that such right of access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance,

and in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assists you to –

3.1 check the categories of records held by Surf n Sea Beachfront Holiday Home which are available without a person having to submit a formal PAIA request;

3.2 have a sufficient understanding of how to make a request for access to a record of Surf n Sea Beachfront Holiday Home, by providing a description of the subjects on which Surf n Sea Beachfront Holiday Home holds records and the categories of records held on each subject;

3.3 know the description of the records of Surf n Sea Beachfront Holiday Home which are available in accordance with any other legislation;

3.4 access the relevant contact details of the Information Officer who will assist you with the records you intend to access;

3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;

3.6 know if Surf n Sea Beachfront Holiday Home processes personal information and the purpose of such processing;

3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;

3.8 know the recipients or categories of recipients to whom the personal information may be supplied;

3.9 know if Surf n Sea Beachfront Holiday Home plans 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

3.10 know whether Surf n Sea Beachfront Holiday Home has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. CONTACT DETAILS

Information Officer:
Tyron Hulley

Postal Address:
9 Plane Street, Wavecrest, Jeffreys Bay, 6330

Physical Address:
9 Plane Street, Wavecrest, Jeffreys Bay, 6330

Telephone / WhatsApp:
+27 63 917 5046 (Cell / WhatsApp)

E-mail:
bookings@surfnseajbay.co.za

Website:
www.surfnseajbay.co.za

Deputy Information Officer:
Not applicable – no Deputy Information Officer has been designated. As a sole proprietorship, all PAIA requests are handled personally by the Information Officer.

GENERAL INFORMATION

Name of Private Body:
Tyron Hulley t/a Surf n Sea Beachfront Holiday Home

Nature of Business:
Self-catering beachfront holiday accommodation

Registration Number:
Not applicable – Sole Proprietorship

Postal Address:
9 Plane Street, Wavecrest, Jeffreys Bay, 6330

Physical Address (principal place of business):
9 Plane Street, Wavecrest, Jeffreys Bay, 6330

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. The Information 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.

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

5.3. The aforesaid Guide contains the description of –

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone number and, if available, electronic mail address of every Information Officer and Deputy Information Officer designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;

5.3.3. the manner and form of a request for access to a record of a private body contemplated in Section 50 of PAIA;

5.3.4. the assistance available from the Information Officer of a private body in terms of PAIA and POPIA;

5.3.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;

5.3.6. 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 an internal appeal, a complaint to the Regulator, and an application with a court against a decision by the head of a private body;

5.3.7. the provisions of Section 51 of PAIA requiring a private body to compile a manual, and how to obtain access to a manual;

5.3.8. the provisions of Section 52 of PAIA providing for the voluntary disclosure of categories of records by a private body;

5.3.9. the notices issued in terms of Section 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10. the regulations made in terms of Section 92 of PAIA.

5.4. Members of the public can inspect or make copies of the Guide from Surf n Sea Beachfront Holiday Home, or from the office of the Regulator, during normal working hours.

5.5. The Guide can also be obtained upon request to the Information Officer, or from the website of the Information Regulator (https://inforegulator.org.za/).

5.6. A copy of the Guide is also available in two official languages, for public inspection during normal business hours.

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

The following categories of records are freely available to the public and do not require a formal PAIA request:

Category of Records	Types of Record	Availability
Accommodation & service information	Information relating to the property, room types, amenities, rates and booking availability	Freely available on our website and booking platforms
Public-facing policies and notices	Privacy Notice, House Rules, Booking Terms & Conditions, Cancellation Policy, PAIA Manual	Freely available on our website

7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Surf n Sea Beachfront Holiday Home holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed below may be subject to the grounds of refusal set out later in this Manual.

These include, but are not limited to the below:

Subjects on which records are held	Categories of Records
Guest & Booking Records	Guest booking and reservation details; Guest identification / passport copies (used for check-in and security purposes); Guest correspondence and communication records; Booking-platform records (e.g. Airbnb, Booking.com, Vrbo); Deposit, damage and refund records; Guest reviews and feedback.
Operational Documents & Records	House rules and guest information pack; Property maintenance and inspection records; Service-provider records (cleaning, pool, garden, security, maintenance); Supplier and service-provider agreements; Property inventory records.
Staff / Contracted Service Providers (where applicable)	Contact and payment details of any employed or contracted staff, such as housekeeping or maintenance personnel.
Manual and Guide	The Information Regulator's Manual and Guide on how to use PAIA
Financial Records	General: Income Tax records; VAT records (if registered); bank account records; management accounts and financial statements. Operating records: booking confirmations and receipts; invoices; quotes; monthly/annual statements; credit and debit notes.

8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Surf n Sea Beachfront Holiday Home, which includes but is not limited to, the following (where applicable to its operations):

- Basic Conditions of Employment Act No. 75 of 1997;
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993;
- Consumer Protection Act No. 68 of 2008;
- Copyright Act No. 98 of 1978;
- Cybercrimes Act No. 19 of 2020;
- Electronic Communications and Transactions Act No. 25 of 2002;
- Income Tax Act No. 58 of 1962;
- Labour Relations Act No. 66 of 1995;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;
- Tourism Act No. 3 of 2014;
- Unemployment Insurance Act No. 30 of 1966 and Unemployment Insurance Contributions Act No. 4 of 2002;
- Value Added Tax Act No. 89 of 1991.

Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows access on a basis other than as set out in PAIA, we will update the list accordingly. If a requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the requester is required to indicate what legislative right the request is based on.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

We may process personal information for various reasons, including but not limited to the following:

- To process guest bookings and reservations;
- To manage guest communication, check-in and check-out;
- For payment processing, invoicing and refunds;
- For legal, contractual, financial and/or tax purposes;
- To manage special requests and requirements (e.g. dietary needs, accessibility);
- For health, safety and security purposes;
- For the detection and prevention of fraud or misuse of the property;
- To respond to guest reviews and improve our service offering;
- For audit and record-keeping purposes; and
- In connection with legal proceedings, insurance claims or property-damage disputes.

9.2 Categories of Data Subjects and Related Information

Category of Data Subjects	Personal Information that may be Processed
Guests / Clients	Full name and surname; Identity or passport number; Contact details (cellphone / WhatsApp number, e-mail); Physical, postal and e-mail address; Banking details (for refunds/deposits); Vehicle registration (for parking and security); Booking and payment history; Special requirements (e.g. dietary needs, accessibility, allergies); Emergency / next-of-kin contact details (optional).
Service Providers / Suppliers	Full name / company name; Contact details; Banking details; Physical and postal address.
Staff (where applicable)	Full name and surname; Identity number; Contact details; Banking details; Physical and postal address; Next-of-kin details; Tax / UIF information.

9.3 Recipients of Personal Information

Category of Personal Information	Recipients / Categories of Recipients

Booking and payment information	Online booking platforms (e.g. Airbnb, Booking.com, Vrbo) and payment processors / gateways
Financial information	South African Revenue Service (SARS); our accountant / bookkeeper
Identity information, where required for security purposes	South African Police Service, where legally required
Guest information relevant to on-site services	Cleaning, maintenance, pool and garden service providers (limited to what is necessary to perform their service)

9.4 Planned Transborder Flows of Personal Information

Surf n Sea Beachfront Holiday Home markets its accommodation through international online booking platforms (such as Airbnb, Booking.com and Vrbo). As these platforms operate servers outside of the Republic of South Africa, guest personal information submitted through such platforms may be transferred to, or processed in, another country as part of the booking process.

Where this occurs, we will ensure, to the extent within our control, that any party to whom personal information is transferred is subject to a law, binding corporate rules, or a binding agreement that provides an adequate level of protection, and that the information is treated with the same level of protection as we are obliged to provide under POPIA.

9.5 Information Security Measures

Our security policies and procedures cover, amongst others, but are not limited to:

- Physical security of records and the property;
- Computer, device and network security;
- Restricted access to personal information;
- Security obligations imposed on contracted service providers;
- Retention and secure disposal of information;
- Acceptable usage of personal information;
- Monitoring of access to and usage of personal information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information for which we remain responsible is kept secure. We will ensure that anyone to whom we pass your personal information agrees to treat that information with the same level of protection as we are obliged to provide.

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to Records Held by Surf n Sea Beachfront Holiday Home

Records held by Surf n Sea Beachfront Holiday Home may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit it, together with payment of a request fee and a deposit (if applicable), to the Information Officer at the postal or physical address, or e-mail address, stated in this Manual.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester;
- Which form of access is required, if the request is granted;
- The postal address, fax number or e-mail address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Surf n Sea Beachfront Holiday Home will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time period should not be complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, that person may make the request orally.

11. FEES

When the Information Officer receives the request, the Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay, as a deposit, the prescribed portion of the access fee that would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the fees as indicated.

A requester whose request for access to a record has been granted must pay an access fee for reproduction, and for search and preparation, including any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure.

If a deposit has been paid in respect of a request for access which is refused, the Information Officer must repay the deposit to the requester.

The fees applicable to a request for information are set out in Annexure A to this Manual.

The requester must pay the prescribed fee before any further processing can take place.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds on which Surf n Sea Beachfront Holiday Home may refuse a request for information relate to the:

- Mandatory protection of the privacy of a third party who is a natural person, where disclosure would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, where the record contains trade secrets, or financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of that third party, or information disclosed in confidence by a third party which could place that party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties where it is protected in terms of an agreement;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;
- Commercial activities of the business, including trade secrets, or financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the business, or which could place the business at a disadvantage in negotiations or commercial competition; and
- Research information of the business or a third party, where its disclosure would reveal the identity of the business, the researcher, or the subject matter of the research, and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources, shall be refused.

13. DECISION

Surf n Sea Beachfront Holiday Home will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30-day period within which Surf n Sea Beachfront Holiday Home has to decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information that cannot reasonably be obtained within the original 30-day period. Surf n Sea Beachfront Holiday Home will notify the requester in writing should an extension be sought.

AVAILABILITY OF THE MANUAL

This manual of Tyron Hulley t/a Surf n Sea Beachfront Holiday Home is available at the premises of Surf n Sea Beachfront Holiday Home, as well as on our website at www.surfnseajbay.co.za.

Signed: _____

Tyron Hulley — Owner & Information Officer
Date: 24 July 2026

ANNEXURE A

Prescribed Fees

The table below sets out the fees applicable to any request for a record of information held by Surf n Sea Beachfront Holiday Home, as prescribed under the PAIA Regulations.

Item	Description	Amount
1.	The request fee payable by every requester	**R 140.00**
2.	Photocopy / printed black & white copy of A4-size page	**R 2.00 per page or part thereof**
3.	Printed copy of A4-size page	**R 2.00 per page or part thereof**
4.	For a copy of computer-readable form on: (i) Flash drive (provided by the requester); (ii) Compact Disk – if provided by requester / if provided to requester	**R 40.00 / R 40.00 / R 60.00**
5.	For a transcription of visual images, per A4-size page	**Service to be outsourced**
6.	For a copy of visual images	**Dependent on service-provider quotation**
7.	Transcription of an audio record, per A4-size page	**R 24.00**
8.	For a copy of an audio recording on: (i) Flash drive (provided by requester); (ii) Compact Disk – if provided by requester / if provided to requester	**R 40.00 / R 40.00 / R 60.00**
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 (not to exceed a total cost of R 435.00)	**R 145.00 per hour**
10.	Deposit, if the search exceeds 6 hours	**One third of the amount calculated per item 2–8**
11.	Postage, e-mail or any other electronic transfer	**Actual expense, if any**

ANNEXURE B

Form 2

Request for Access to Record of a Private Body (Section 53 of PAIA)

A. Particulars of Private Body

Name: Tyron Hulley t/a Surf n Sea Beachfront Holiday Home
Address: 9 Plane Street, Wavecrest, Jeffreys Bay, 6330

B. Particulars of Requester (Mark the applicable box with an "X")

☐ A South African citizen / permanent resident ☐ A juristic person (please attach proof of authority to act on its behalf)

Full name and surname:

Identity / passport number:

Postal address:

Telephone number:

Cell / WhatsApp number:

E-mail address:

Fax number (if applicable):

Form in which access is required (if the request is granted):

☐ Copy of record ☐ Inspection of record ☐ Transcription ☐ Other (specify):

If you wish to be informed in another manner, state the manner and particulars:

C. Particulars of Person on whose Behalf Request is Made (if applicable)

This section must be completed only if the request is made on behalf of another person, and proof of the capacity in which you are making the request must be attached.

D. Particulars of Record Requested

Provide full particulars of the record to which access is requested, including the reference number, if that is known to you, to enable us to locate the record.

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of the record which may assist in locating it:

E. Reason(s) Why Record is Required

PAIA provides that a requester need not provide reasons for requesting access, but it is helpful to state clearly what right you seek to exercise or protect, and why the record is required for this purpose.

Right to be exercised or protected, and reason why the record is required:

F. Fees

A request fee is payable on submission of this request. Should the request be granted, an access fee is payable for search, reproduction and preparation of the record, as set out in Annexure A of this Manual.

Signed: _____ Date: _____

ANNEXURE C

Form 3

Outcome of Request and of Fees Payable (Section 56 of PAIA)

A. Particulars of Private Body

Name: Tyron Hulley t/a Surf n Sea Beachfront Holiday Home

B. Particulars of Requester

Full name and surname:

Postal / e-mail address:

C. Decision on Request (Mark the applicable box with an "X")

☐ The request is granted in full.

☐ The request is granted in part (see reasons below).

☐ The request is refused (see reasons below).

D. Reasons for Decision, including Relevant Section of PAIA

E. Access to be Given in the Following Manner

☐ Copy of record ☐ Inspection of record ☐ Transcription ☐ Other (specify):

F. Fees Payable for Access to Record

Access fee payable: R

Deposit already paid (if any): R

Further amount to be paid: R

G. Right of Appeal / Complaint

Should you wish to dispute this decision, you may lodge an internal appeal, or a complaint with the Information Regulator, within the time period and in the manner prescribed by PAIA.

Signed: _____ (Tyron Hulley — Information Officer)

Date: _____