PAIA MANUAL OF ANNIE ELIZABETH DAVIDS ATTORNEYS

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1. List of acronyms and abbreviations

TERM	DEFINITION
"Data Subject"	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
"Deputy Information Officer"	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
"Information Officer"	means in the case of a juristic person, i. the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or ii. the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
"Information Regulator"	means the Information Regulator established in terms of section 39 of POPIA;
"Manual"	means this manual compiled by Annie Elizabeth Davids Attorneys Inc. in terms of PAIA and POPIA;
"PAIA"	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
"Personal Information"	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
"Personnel"	means all partners, directors, officers, employees, individual contractors and other personnel of Annie Elizabeth Davids Attorneys Inc.;
"POPIA"	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
"Processing"	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
"Private Body"	means any former or existing juristic person, as contemplated in the Act and POPIA;
"Record"	means a record as contemplated in PAIA and includes Personal Information;
"Requester"	means, in relation to a Private Body, iii. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or iv. a person acting on behalf of such person as contemplated in the Act;
"Responsible Party"	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;

2. Purpose of the PAIA Manual

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 PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to Annie Elizabeth Davids Attorneys Inc..

This PAIA Manual is useful for the public to –

2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2. 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;

2.3. know the description of the records of the body which are available in accordance with any other legislation;

2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

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

2.6. know 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;

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

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

2.9. 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

2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key contact details for access to information of the Private Body

3.1. Information Officer

Name: Inez

Surname: Trollip

Telephone No: 011 033 8701

E-mail: inez@adattorneys.co.za

3.2. **Deputy Information Officer(s)**

N/A

3.3. **Access to information general contact**

Email: inez@adattorneys.co.za

3.4. **Head Office**

Postal Address: Unit 3, Kruin Office Park, Cnr of Ruhaman Drive, Banket Dr, Helderkruin, Roodepoort, 1724

Physical Address: Unit 3, Kruin Office Park, Cnr of Ruhaman Drive, Banket Dr, Helderkruin, Roodepoort, 1724

Telephone No: 011 033 8701

E-mail: inez@adattorneys.co.za

4. Guide on how to use PAIA and how to obtain access to the Guide

4.1. 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.

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

4.3. The aforesaid Guide contains the description of-

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of –

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

4.3.3 the manner and form of a request for-

4.3.3.1 access to a record of a public body contemplated in section 11[3]; and

[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.

4.3.3.2 access to a record of a private body contemplated in section 50[4];

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

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

4.3.6 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-

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Information Regulator; and

4.3.6.3 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 Information Regulator or a decision of the head of a private body;

4.3.7 the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8 the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9 the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92[11].

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[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.

[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

4.4. 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 Information Regulator, during normal working hours.

4.5. The Guide can also be obtained -

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Information Regulator (*https://inforegulator.org.za/*).

4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - in English and Afrikaans.

5. Categories of records of the Private Body which are available without a person having to request access

Category of records	Types of the Record	Available on Website	Available upon request
Practice Information	Company/Practice Profile	X	X
	Physical Address	X	X
	Contact Details	X	X
	Office Hours	X	X
	Details of Legal Services Offered	X	X
Legal Services	Conveyancing Services	X	X
	Wills & Estate Planning Services	X	X
	Trust Administration Services	X	X
	Deceased Estate Administration Services	X	X
Professional Information	Professional/Practice Information	X	X
	Legal Practice Council Details, where published	X	X
Fees & Client Information	General Fee/Cost Information		X
	Quotations / Fee Estimates		X
	Client Onboarding / FICA Requirements		X
Publications & General Information	News, Articles and Legal Updates	X	X
	General Legal Information / Resources	X	X
PAIA & POPIA Information	PAIA Manual	X	X
	Privacy Notice	X	X
	Information Officer Contact Details	X	X

e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

6. Description of the records of the Private Body which are available in accordance with any other legislation

Category of records	Types of the Record
Constitutional, Corporate & Practice Records	**Legal Practice Act 28 of 2014** and, where applicable, **Companies Act 71 of 2008**. Records may include legal-practice registration records; Legal Practice Council registration and correspondence; practice-related statutory records; business registration records; Memorandum of Incorporation where applicable; director/member information; resolutions; governance records; statutory returns; practice policies and procedures; and professional compliance records.
Legal Practice & Professional Compliance Records	**Legal Practice Act 28 of 2014**, applicable Legal Practice Council Rules and other professional requirements. Records may include practising certificates; Legal Practice Council correspondence; professional registration records; trust-account compliance records; auditor's reports; professional conduct records; complaints and disciplinary correspondence; professional indemnity records; and regulatory submissions.
Access to Information Records	**Promotion of Access to Information Act 2 of 2000 (PAIA)**. Records may include the PAIA Manual; requests for access to records; correspondence relating to requests; notices and decisions; internal procedures; request registers; records relating to refusals or deferrals of access; and correspondence with the Information Regulator where applicable.
Protection of Personal Information Records	**Protection of Personal Information Act 4 of 2013 (POPIA)**. Records may include the Information Officer appointment and registration records; PAIA/POPIA policies; privacy notices; consent records where applicable; data subject requests; personal information inventories; records of processing activities; Personal Information Impact Assessments; Operator Agreements; data-sharing agreements; information-security records; security incident records; data breach records; retention

	schedules; records of destruction; and correspondence with the Information Regulator.
Financial Intelligence and FICA Records	**Financial Intelligence Centre Act 38 of 2001 (FICA)**, where applicable to the practice's obligations. Records may include client identification and verification documents; FICA due-diligence records; proof of address; beneficial ownership information; client risk assessments; source of funds/source of wealth information where required; records of transactions; records relating to suspicious or unusual transactions where applicable; compliance records; and related correspondence.
Conveyancing & Property Transaction Records	**Deeds Registries Act 47 of 1937**, **Alienation of Land Act 68 of 1981**, **Sectional Titles Act 95 of 1986**, **Sectional Titles Schemes Management Act 8 of 2011**, **Transfer Duty Act 40 of 1949**, **Municipal Systems Act 32 of 2000**, **Municipal Property Rates Act 6 of 2004**, and other applicable property legislation. Records may include offers to purchase; sale agreements; transfer documents; title deeds; deeds search information; property descriptions; sectional title records; transfer duty declarations and receipts; municipal clearance information; rates and taxes information; body corporate and homeowners' association information; guarantees; bond documentation; cancellation documentation; powers of attorney; affidavits; property-related correspondence; and Deeds Office lodgement and registration records.
Deceased Estate Records	**Administration of Estates Act 66 of 1965**, **Estate Duty Act 45 of 1955**, **Wills Act 7 of 1953**, **Income Tax Act 58 of 1962**, **Tax Administration Act 28 of 2011**, and other applicable legislation. Records may include death certificates; wills and codicils; Letters of Executorship; Letters of Authority where applicable; estate administration documents; estate numbers; inventories; liquidation and distribution accounts; asset and liability schedules; bank and investment information; property records; heir and beneficiary information; creditor

	and debtor information; estate duty returns; tax records; executor correspondence; Master of the High Court correspondence; advertisements; claims against estates; distribution records; and estate transfer documentation.
Wills & Testamentary Records	**Wills Act 7 of 1953** and other applicable succession legislation. Records may include original wills; copies of wills; codicils; testamentary instructions; amendments; estate-planning correspondence; nominations of executors and trustees; beneficiary information; testator identification and FICA documentation; execution and witnessing records; and correspondence relating to the safekeeping and administration of wills.
Trust Records	**Trust Property Control Act 57 of 1988**, **Trust Administration Act 11 of 2024**, **Income Tax Act 58 of 1962**, **Tax Administration Act 28 of 2011**, FICA and other applicable legislation. Records may include trust deeds; amendments; Letters of Authority; trustee appointment records; trustee resolutions; trustee meeting records; beneficiary information; founder information; beneficial ownership information; trust asset records; trust financial information; distributions; trust tax records; SARS correspondence; Master of the High Court correspondence; trustee correspondence; and trust compliance records.
Tax, Transfer Duty, Estate Duty & Financial Records	**Income Tax Act 58 of 1962**, **Tax Administration Act 28 of 2011**, **Value-Added Tax Act 89 of 1991**, **Transfer Duty Act 40 of 1949**, **Estate Duty Act 45 of 1955** and other applicable tax legislation. Records may include tax returns; transfer duty documentation; estate duty documentation; SARS correspondence; tax certificates; invoices; receipts; bank statements; payment records; trust-account records; accounting records; financial statements; journals; general ledger; debtor and creditor records; and audit documentation.
Trust Account Records	**Legal Practice Act 28 of 2014**, applicable Legal Practice Council Rules and relevant financial legislation.

	Records may include trust-account banking records; client ledgers; receipts; payment records; trust account reconciliations; interest records; bank statements; payment instructions; client account statements; auditor's reports; trust account audit records; and related correspondence.
Client & Matter Files	**Legal Practice Act 28 of 2014**, applicable professional rules and other legislation relevant to the specific matter. Records may include client instructions; consultation notes; correspondence; legal opinions; agreements; affidavits; powers of attorney; mandates; legal research; supporting documentation; identity and FICA records; financial information; correspondence with third parties; court or regulatory documents; and other records generated or received in the course of providing legal services.
Legal Proceedings & Dispute Records	Applicable civil, commercial and procedural legislation and court rules. Records may include pleadings; notices; summonses; applications; affidavits; statements; expert reports; evidence; discovery documents; court orders; judgments; settlement agreements; correspondence with opposing attorneys; counsel's opinions; litigation strategy; and records relating to mediation, arbitration or other dispute-resolution processes.
Employment & Human Resources Records	**Labour Relations Act 66 of 1995**; **Basic Conditions of Employment Act 75 of 1997**; **Employment Equity Act 55 of 1998**; **Skills Development Act 97 of 1998**; **Skills Development Levies Act 9 of 1999**; **Unemployment Insurance Act 63 of 2001**; **Occupational Health and Safety Act 85 of 1993**; **Compensation for Occupational Injuries and Diseases Act 130 of 1993**; **Employment Services Act 4 of 2014**; and other applicable employment legislation. Records may include employment contracts; personnel files; identity documents; payroll records; leave records; attendance records; performance records; disciplinary and grievance records; training records; qualifications; recruitment records; tax and UIF records; medical certificates

	where lawfully required; and occupational health and safety records.
Employee Tax & Payroll Records	**Income Tax Act 58 of 1962**, **Tax Administration Act 28 of 2011**, **Unemployment Insurance Act 63 of 2001**, **Skills Development Levies Act 9 of 1999** and applicable employment legislation. Records may include payroll records; PAYE records; IRP5 certificates; tax numbers; UIF records; SDL records; employee banking information; salary records; deductions; benefits; and SARS correspondence.
Electronic Communications & Technology Records	**Electronic Communications and Transactions Act 25 of 2002**, POPIA and applicable cybersecurity legislation. Records may include business emails; electronic correspondence; electronic documents; system access records; user account information; audit trails; electronic signatures; electronic transaction records; backup records; IT asset registers; software licenses; cloud-service agreements; security logs; and electronic evidence where lawfully retained.
Cybersecurity & Information Security Records	**Cybercrimes Act 19 of 2020**, POPIA and other applicable legislation. Records may include cybersecurity incident reports; security incident registers; system logs; access logs; investigation records; evidence relating to cyber incidents; security policies; risk assessments; vulnerability assessments; backup and recovery records; and correspondence relating to information-security incidents.
Client Financial & Billing Records	Applicable tax and financial legislation, professional requirements and contractual obligations. Records may include client invoices; statements; quotations; fee agreements; fee estimates; payment records; trust account allocations; receipts; account reconciliations; payment arrangements; banking details; and correspondence relating to legal fees and disbursements.
Supplier & Service Provider Records	Applicable contractual, tax, POPIA and financial legislation. Records may include supplier registration information; contracts; service agreements; Operator Agreements; confidentiality agreements; quotations; purchase orders; invoices; banking details; tax information; B-BBEE

	documentation where applicable; due-diligence records; and supplier correspondence.
Insurance & Risk Management Records	Applicable insurance and professional requirements. Records may include professional indemnity insurance policies; insurance schedules; claims; incident reports; risk assessments; correspondence with insurers and brokers; business continuity plans; disaster recovery documentation; and risk-management records.
Physical Security & Premises Records	Applicable privacy, employment, occupational health and safety and security requirements. Records may include visitor registers; access records; security incident reports; alarm records; building security records; key-control records; contractor access records; emergency procedures; and other physical security documentation. **The practice does not use facial recognition technology.**
Occupational Health & Safety Records	**Occupational Health and Safety Act 85 of 1993** and **Compensation for Occupational Injuries and Diseases Act 130 of 1993**, where applicable. Records may include health and safety policies; workplace inspection records; incident and accident reports; emergency procedures; safety training records; and Compensation Fund documentation.
B-BBEE & Procurement Records	**Broad-Based Black Economic Empowerment Act 53 of 2003**, where applicable. Records may include B-BBEE certificates or affidavits; supplier information; procurement records; verification documentation; and supporting records required for B-BBEE compliance.
Consumer & Commercial Records	**Consumer Protection Act 68 of 2008**, where applicable to the practice's activities. Records may include client service agreements; quotations; fee agreements; complaints; correspondence; service-related records; and other commercial documentation where the Act applies.
Insurance, Professional Indemnity & Claims Records	Applicable insurance legislation, contractual obligations and professional requirements. Records may include professional indemnity policies; claims; claim notifications; correspondence with

	insurers; supporting legal documentation; incident reports; and investigation records.
Policies, Procedures & Compliance Records	Applicable legislation and professional rules. Records may include internal policies; POPIA policies; PAIA procedures; FICA procedures; information-security policies; records-retention procedures; conflict-of-interest procedures; client onboarding procedures; conveyancing procedures; deceased-estate procedures; trust administration procedures; wills procedures; and compliance monitoring records.
Operational & Administrative Records	Applicable legislation and contractual obligations. Records may include standard operating procedures; workflow records; administrative records; correspondence; training materials; internal reports; quality-control records; meeting records; equipment registers; service-provider agreements; and business continuity documentation.

7. Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body

Subjects on which the body holds records	Categories of records
Corporate Governance & Practice Administration	• Practice registration and establishment documents • Company registration documents, where applicable • CIPC records and correspondence • Founding documents and constitutional records • Practice profile and organisational structure • Professional registration and membership records • Governance policies and procedures • Internal policies and codes of conduct • Delegations of authority • Resolutions and written decisions • Practice management records • Business and operational plans • Risk management records • Compliance records • Business continuity and disaster recovery documentation • Internal meeting records and minutes • POPIA and PAIA compliance

	documentation • Records relating to the appointment and registration of the Information Officer • Professional body correspondence and compliance records
Legal Practitioners & Professional Registration	• Legal practitioner registration records • Legal Practice Council registration and correspondence • Fidelity Fund-related records, where applicable • Professional membership records • Practicing certificates • Continuing professional development records • Professional indemnity documentation • Professional conduct and compliance records • Correspondence with the Legal Practice Council and other professional bodies • Professional qualification records • Records relating to trust account compliance, where applicable
Human Resources & Employees	• Employment contracts • Letters of appointment • Employee personal files • Identity documents and copies thereof • Curriculum vitae and qualification records • Professional registration records • Confidentiality agreements • Restraint of trade agreements, where applicable • Banking details • Payroll and remuneration records • PAYE, UIF and SDL records • IRP5 certificates • Leave and attendance records • Performance management records • Disciplinary and grievance records • Training and development records • Skills development records • Employee acknowledgements of policies • Resignation and termination records • Exit documentation • Occupational health and safety records • Employment-related correspondence
Recruitment & Employment Applications	• Job advertisements • Applications for employment • CVs and application forms • Qualification and professional membership records • Interview notes and assessments • Shortlisting records • Reference checks

	• Background verification records, where lawfully conducted • Employment offers • Recruitment correspondence • Records of unsuccessful applicants • Consent records relating to recruitment screening
Client Onboarding & Administration	• Client intake forms • Client identification records • Client contact information • Client mandates and instructions • Letters of engagement • Fee agreements and quotations • Conflict-of-interest checks • Client verification records • FICA identification and verification documents • Proof of residential/business address • Source-of-funds/source-of-wealth information where required • Beneficial ownership information • Client authority and mandate documentation • Powers of attorney • Client correspondence • Client meeting records • Telephone and electronic communication records • Client complaints and queries • Records relating to termination or completion of mandates
Legal Matters & Client Files	• Client matter files • Legal instructions and mandates • Correspondence with clients • Legal correspondence with third parties • Legal opinions and advice • Legal research • Legal memoranda • Draft agreements and legal documents • Notices and formal correspondence • Affidavits and sworn statements • Powers of attorney • Declarations and supporting documents • Court or tribunal documents, where applicable • Settlement agreements • Negotiation records • Counsel instructions and correspondence • Expert reports and correspondence • Documents received from or supplied to clients • Records relating to the completion, transfer or closure of legal matters

	• Records subject to legal professional privilege, where applicable
Conveyancing & Property Transfers	• Property transfer files • Sale agreements and agreements of sale • Deeds of sale • Offer-to-purchase documentation • Property ownership records • Title deeds and deeds registry documents • Deeds Office correspondence • Transfer duty records • Transfer duty declarations and receipts • Municipal clearance certificates and accounts • Rates clearance documentation • Levy clearance certificates, where applicable • Homeowners' association clearance documentation, where applicable • Body corporate clearance documentation, where applicable • FICA documentation relating to buyers and sellers • Identity documents and proof of address • Marriage certificates and matrimonial property regime documentation • Antenuptial contracts • Divorce orders and settlement agreements where relevant to the transaction • Powers of attorney to pass transfer • Affidavits and declarations • Transfer documents and supporting schedules • Bond cancellation documentation • Bond registration documentation, where applicable • Mortgage bond instructions • Bank guarantees • Undertakings • Payment and trust account records relating to transactions • Deeds Office lodgement and registration records • Property searches and title deed searches • Correspondence with estate agents, banks, bond attorneys, clients and other conveyancers • Correspondence with the Deeds Office and relevant authorities • Records relating to registration and post-registration processes

Property & Real Estate Transaction Records	• Property descriptions • Erf and sectional title information • Sectional title records • Property ownership information • Property valuations, where obtained • Municipal information • Property-related correspondence • Lease or occupation agreements where relevant to a matter • Estate agent correspondence • Property-related declarations and certificates • Documents relating to subdivision, consolidation, rezoning or other property changes where applicable • Property transaction financial records
Wills & Testamentary Documents	• Original wills and testamentary documents held in custody • Draft wills • Copies of wills • Codicils • Amendments to wills • Testamentary instructions • Client instructions relating to estate planning • Records of execution and signing of wills • Witness details and declarations • Will storage and safekeeping records • Correspondence concerning wills • Records relating to the revocation or replacement of wills • Estate planning documentation • Records concerning testamentary trusts • Beneficiary information • Executor nominations and related documentation
Trusts & Trust Administration	• Trust deeds • Draft trust deeds • Amendments to trust deeds • Letters of authority • Master of the High Court correspondence • Trustee appointment and removal records • Trustee resolutions and minutes • Trustee meeting records • Beneficiary registers and beneficiary information • Trust asset registers • Trust financial records • Trust bank account information • Trust tax records • SARS correspondence • Trust distributions and beneficiary payment records • Trustee correspondence

	• Trust administration records • FICA records relating to trustees, beneficiaries and other relevant parties • Beneficial ownership information • Records submitted to the Master of the High Court • Trust compliance records
Deceased Estates Administration	• Deceased estate files • Death certificates • Death notices • Original wills and codicils • Letters of executorship • Letters of authority • Inventory documentation • Liquidation and distribution accounts • First and final liquidation and distribution accounts • Estate duty returns and supporting documents • Estate duty assessments • SARS correspondence • Master of the High Court correspondence • Executor's correspondence • Heir and beneficiary information • Next-of-kin information • Marriage certificates • Antenuptial contracts • Divorce orders and settlement agreements • Birth certificates • Identity documents • Affidavits and declarations • Asset and liability schedules • Bank account records • Investment records • Property records • Property valuation records • Shareholding and investment records • Insurance policies and claims • Pension and provident fund documentation • Outstanding debts and creditor claims • Debtor records • Estate account statements • Advertising and notice records • Section 29 and other statutory notices, where applicable • Claims against the estate • Distribution records • Beneficiary payment records • Transfer documentation for estate property • Records relating to the winding-up and finalisation of the estate

Estate Planning & Asset Structuring	• Estate planning instructions • Wills and testamentary instructions • Trust planning documentation • Asset and liability schedules • Property ownership information • Beneficiary information • Succession planning records • Estate duty planning documentation • Tax-related estate planning records • Advice and correspondence concerning the structuring and protection of assets • Records relating to inter vivos and testamentary trusts
FICA & Anti-Money Laundering Compliance	• Client identification and verification records • Identity documents • Proof of residential/business address • Company registration documents • Trust registration documents • Partnership and other entity documents • Beneficial ownership information • Beneficiary information • Trustee information • Director and member information • Source of funds information • Source of wealth information where required • Risk assessments • Client risk-rating records • Enhanced due diligence records • FICA compliance correspondence • Records of accountable institution checks • Suspicious or unusual transaction records, where applicable • Compliance reports and registers • Records relating to the Financial Intelligence Centre and applicable reporting obligations
Trust Account & Financial Records	• Trust account records • Trust account bank statements • Trust account reconciliations • Client ledger accounts • Client funds received and paid • Trust account receipts • Trust account payment records • Payment instructions • EFT records • Cheque records, where applicable • Interest records • Legal fee invoices • Disbursement records • Client account statements • Accounting records • Fee notes • Financial reconciliations

	• Records relating to conveyancing transaction payments • Records relating to estate distributions and payments • Records relating to statutory trust accounting requirements
General Financial & Tax Records	• Annual financial statements • Management accounts • General ledger • Trial balances • Cash books • Bank statements • Invoices • Receipts • Payment records • Debtor and creditor records • VAT records, where applicable • Tax returns • SARS correspondence • PAYE records • Budgets and financial forecasts • Asset registers • Accounting records • Audit records • Financial reconciliations • Insurance records
Suppliers, Service Providers & Professional Advisors	• Supplier registration documents • Company registration documents • VAT certificates, where applicable • Tax information • Banking details • Supplier agreements • Service-level agreements • Confidentiality agreements • Non-disclosure agreements • Data processing/operator agreements • IT support agreements • Software license agreements • Professional service agreements • Quotations • Purchase orders • Supplier invoices • Payment records • Due diligence records • Supplier correspondence
Clients, Beneficiaries, Heirs & Other Relevant Parties – Personal Information	• Names and surnames • Identity numbers • Passport numbers • Dates of birth • Contact numbers • Email addresses • Residential and postal addresses • Marital status

	• Marriage information • Matrimonial property regime information • Family and relationship information • Next-of-kin information • Beneficiary information • Banking details • Tax information • Financial information • Property ownership information • Estate information • Trust information • FICA documentation • Correspondence and communication records • Signatures • Copies of legal and supporting documents
Special Personal Information	• Information concerning a person's religious or philosophical beliefs where contained in testamentary or estate-planning instructions • Information relating to health or disability where relevant to a legal matter or estate • Information concerning criminal behaviour where relevant and lawfully processed • Biometric information where collected by an access-control system or service provider • Information concerning minors contained in wills, trusts, deceased estates or related legal matters • Any other special personal information processed in accordance with POPIA and applicable law
Legal Privilege & Confidential Client Information	• Confidential client communications • Attorney-client correspondence • Legal advice • Legal opinions • Legal strategy documents • Instructions to attorneys • Counsel instructions and opinions • Privileged documents • Confidential settlement negotiations • Internal legal memoranda • Legal research relating to client matters • Documents subject to legal professional privilege
Information Technology & Electronic Systems	• Practice management system records • Electronic client files • Document management records • User accounts and profiles • Access permissions • Authentication records • Audit trails • Email archives • Electronic correspondence

	• Server logs • Network logs • Firewall and security logs • Antivirus and endpoint security records • Backup records • Cloud storage records • Data recovery records • ICT asset registers • Software licenses • IT support records • Cybersecurity incident records • Information security assessments • System access records
Electronic Communications	• Email correspondence • Electronic client communications • Website enquiries • Electronic document submissions • Electronic signatures and signing records • SMS or electronic notifications • Virtual meeting records where recorded • Telephone records where lawfully retained • Electronic correspondence with the Master of the High Court, Deeds Office, SARS, banks, estate agents, clients and other professional parties
Marketing & Business Development	• Website enquiries • Contact form submissions • Marketing communications • Marketing consent records • Newsletter subscriptions • Client/prospect information • Business development correspondence • Event attendance records • Promotional material • Social media enquiries • Marketing preferences • Opt-in and opt-out records
POPIA, PAIA & Information Governance	• PAIA Manual • Information Officer appointment and registration records • Information Officer training records • Privacy notices • POPIA policies and procedures • Personal information processing records • Records of processing activities • Personal Information Impact Assessments (PIIAs) • Operator/data processing agreements • Data-sharing agreements • Consent records • PAIA requests and responses • Requests for access, correction or deletion of personal information

	• Objection records • Information security policies • Data breach and security incident registers • Information Regulator correspondence • Compliance monitoring reports • Records retention schedules • Records destruction documentation
Legal & Contract Management	• Client engagement letters • Fee agreements • Supplier agreements • Service agreements • Confidentiality agreements • Non-disclosure agreements • Data processing/operator agreements • Employment agreements • Software and IT agreements • Professional service agreements • Contract amendments • Indemnities • Legal notices • Settlement agreements • Contract review records
Risk Management, Compliance & Professional Conduct	• Compliance registers • Risk registers • Risk assessments • Internal compliance reports • Legal Practice Council compliance records • Fidelity Fund-related compliance records • FICA compliance monitoring • POPIA compliance monitoring • PAIA compliance monitoring • Internal investigation records • Fraud prevention records • Incident registers • Corrective action plans • Business continuity plans • Disaster recovery plans • Regulatory correspondence • Professional conduct records
Insurance Records	• Professional indemnity insurance • Cyber liability insurance • Business insurance • Office and asset insurance • Public liability insurance • Insurance schedules • Insurance policies • Claims records • Insurance correspondence

Office, Facilities & Asset Management	• Lease agreements • Office maintenance records • Equipment registers • Computer and IT equipment registers • Furniture and asset registers • Maintenance contracts • Utility records • Cleaning and service contracts • Health and safety records • Fire equipment inspection records • Emergency procedures • Office access records
Physical Security & Access Control	• Visitor registers • Building access records • Access-control records • Security incident reports • Alarm records • Key-control records • Contractor access records • Security policies • Visitor management records • Biometric access-control records, where applicable • Records relating to facial recognition/access-control systems operated by authorised service providers
Business Operations & Quality Management	• Standard operating procedures • Legal matter workflows • Conveyancing procedures • Deceased estate administration procedures • Wills and trust administration procedures • Client onboarding procedures • FICA procedures • Trust account procedures • Quality assurance records • Internal checklists • Operational reports • Staff training materials • Workflow documentation • Service performance records • Client service procedures • Continuous improvement records
Records Retention, Archiving & Destruction	• Records retention schedules • Archived client files • Closed matter registers • File destruction authorisations • Records destruction certificates • Electronic deletion records • Archiving registers • Records relating to the transfer or release of client files • Documentation relating to the retention of

	records required by legislation, professional rules or legal obligations

8. Processing of personal information

8.1. Purpose of processing personal information

Annie Elizabeth Davids Attorneys processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA"), the Promotion of Access to Information Act 2 of 2000 ("PAIA"), the Legal Practice Act 28 of 2014, the Financial Intelligence Centre Act 38 of 2001 ("FICA"), applicable tax legislation and other applicable legislation, professional rules and legal obligations.

Personal information is processed only to the extent reasonably necessary for the provision of legal services, administration of the practice, compliance with legal and professional obligations, protection of legitimate interests and the performance of contractual or statutory obligations.

Categories of Data Subjects	Purpose for processing Personal Information
Clients / Prospective Clients	• To identify and onboard clients and prospective clients. • To establish and verify the identity of clients in accordance with FICA and other applicable legal requirements. • To conduct conflict-of-interest checks before accepting or continuing a mandate. • To obtain and record client instructions and mandates. • To conclude and administer engagement letters, fee agreements and other contractual arrangements. • To provide legal advice and legal services relating to conveyancing, wills, trusts, deceased estates and related matters. • To communicate with clients regarding their legal matters and provide updates on the progress of matters. • To prepare, review, submit and administer legal documentation. • To maintain client and matter files. • To administer fees, disbursements, invoices and payments. • To process and account for client funds and trust monies where applicable. • To comply with legal, regulatory and professional obligations. • To protect the rights and interests of clients and the practice. • To respond to client queries, complaints and requests. • To retain records as required by law,

	professional rules or legitimate business requirements.
Property Purchasers, Sellers, Owners & Other Parties to Conveyancing Transactions	• To administer property transfers and other conveyancing transactions. • To verify the identity of purchasers, sellers, property owners and other relevant parties. • To conduct FICA verification and due diligence. • To prepare and process transfer documentation. • To obtain and verify title deeds, property information and ownership details. • To liaise with the Deeds Office, municipalities, banks, bond attorneys, estate agents, body corporates, homeowners' associations and other relevant parties. • To obtain rates clearance certificates, levy clearance certificates and other required documentation. • To administer transfer duty requirements and related SARS processes. • To prepare and process powers of attorney, declarations, affidavits and other conveyancing documents. • To facilitate payment of purchase consideration, guarantees, transfer costs and other transaction-related amounts. • To facilitate lodgement and registration of property transfers. • To communicate with parties regarding the status and completion of transactions. • To maintain accurate conveyancing records and comply with statutory and professional record-keeping requirements.
Buyers, Sellers & Parties to Property Agreements	• To process information contained in offers to purchase, sale agreements and related contracts. • To confirm contractual parties and authorised representatives. • To administer contractual obligations and conditions of sale. • To prepare transfer documentation and related legal instruments. • To communicate with estate agents, conveyancers, banks and other transaction participants. • To verify banking and payment information where required. • To administer guarantees, undertakings and payment arrangements. • To resolve queries, disputes or delays relating to the transaction.

	• To comply with legal, FICA, tax and professional obligations.
Deceased Persons / Deceased Estates	• To administer deceased estates in accordance with applicable legislation and instructions from the executor or authorised representative. • To identify the deceased, heirs, beneficiaries, creditors and other interested parties. • To obtain and process death certificates, wills, codicils and other estate documentation. • To report estates to the Master of the High Court. • To obtain Letters of Executorship or Letters of Authority where applicable. • To identify, verify and administer estate assets and liabilities. • To prepare inventories and liquidation and distribution accounts. • To administer estate property and facilitate transfer of property to heirs or beneficiaries where applicable. • To correspond with SARS regarding estate duty, income tax and other tax matters. • To administer creditor claims and outstanding liabilities of the estate. • To identify and communicate with heirs and beneficiaries. • To administer distributions to beneficiaries and heirs. • To finalise and close deceased estate matters. • To comply with statutory, professional and record-retention obligations.
Heirs, Beneficiaries & Next of Kin	• To identify and verify heirs, beneficiaries and next of kin. • To determine entitlement to inherit under a will or applicable law. • To administer deceased estate distributions. • To communicate with heirs and beneficiaries regarding estate administration. • To obtain supporting documents such as identity documents, birth certificates, marriage certificates and affidavits where required. • To administer beneficiary payments and transfers. • To facilitate property transfers arising from deceased estates. • To comply with the requirements of the

	Master of the High Court, SARS and other relevant authorities.
Executors, Administrators & Representatives of Deceased Estates	• To verify the identity and authority of executors and estate representatives. • To administer mandates relating to deceased estates. • To communicate with executors and authorised representatives. • To obtain instructions and supporting documentation. • To prepare estate administration documentation. • To administer estate assets, liabilities, claims and distributions. • To prepare and submit documents to the Master of the High Court and other authorities. • To administer property transfers and financial transactions arising from the estate. • To comply with statutory and professional obligations.
Trustees / Prospective Trustees / Trust Beneficiaries	• To establish and administer trusts. • To prepare and maintain trust deeds and amendments. • To identify and verify trustees, beneficiaries, founders and other relevant parties. • To comply with FICA identification and verification requirements. • To administer trustee appointments, resignations and changes. • To prepare trustee resolutions and related documentation. • To maintain trust records and beneficiary information. • To correspond with the Master of the High Court and other authorities. • To administer trust assets, distributions and transactions where instructed. • To provide legal advice concerning trusts and succession planning. • To comply with applicable trust, tax, FICA, POPIA and other legal requirements.
Directors, Members, Trustees, Partners & Beneficial Owners of Legal Entities	• To identify and verify persons acting on behalf of legal entities. • To conduct FICA and beneficial ownership verification. • To establish authority to give instructions and enter into transactions. • To administer conveyancing and other legal matters involving companies, trusts, partnerships or other entities. • To obtain company, trust and other

	registration documentation. • To communicate with authorised representatives. • To comply with legal, regulatory, tax and professional obligations.
Estate Agents, Property Practitioners & Other Conveyancing Intermediaries	• To administer property transactions and conveyancing instructions. • To communicate regarding offers to purchase, sale agreements and transaction requirements. • To obtain and exchange documents necessary to complete transfers. • To coordinate with purchasers, sellers, banks and other conveyancers. • To obtain information required for municipal, Deeds Office and SARS processes. • To resolve transaction-related queries and facilitate registration • To maintain records of communications and instructions.
Banks, Bond Attorneys & Financial Institutions	• To administer bond registrations and cancellations where applicable. • To process guarantees and undertakings. • To verify payment and banking information. • To facilitate payments and transaction settlements. • To communicate regarding property transactions, trust account payments and estate administration. • To comply with FICA, banking, tax and other legal requirements. • To prevent and detect fraud and unauthorised transactions.
Employees (Permanent, Temporary, Fixed-Term, Interns, Contractors & Consultants)	• To administer the employment or contractual relationship. • To comply with the Basic Conditions of Employment Act, Labour Relations Act, Employment Equity Act, Occupational Health and Safety Act, Income Tax Act, Unemployment Insurance Act, Skills Development Act and other applicable legislation. • Recruitment, identity verification, qualification verification and reference checks. • Administration of employment contracts, remuneration, payroll, statutory deductions and benefits. • Attendance, leave and workforce administration. • Training, professional development and performance management.

	• Disciplinary and grievance processes. • Occupational health and safety and emergency management. • ICT access, email, user-account and cybersecurity administration. • Allocation and recovery of company assets. • Internal communication, auditing, fraud prevention and compliance. • Physical access control and security of the premises. • Where facial recognition is used for access control, biometric information may be processed by an authorised operator/service provider in accordance with POPIA and applicable security requirements.
Job Applicants / Prospective Employees	• To assess applications for employment. • To verify qualifications, experience and professional registrations. • To conduct identity and background checks where legally permissible. • To conduct reference checks. • To assess suitability for available positions. • To communicate with applicants during the recruitment process. • To maintain recruitment records where permitted by law and applicable consent requirements. • To comply with employment legislation and internal recruitment procedures.
Suppliers, Service Providers & Professional Advisors	• Supplier and service-provider onboarding. • Verification of supplier information and banking details. • Contract and service-level agreement administration. • Procurement and payment administration. • Financial and tax administration. • FICA and due-diligence requirements where applicable. • Management of IT, cloud, legal, accounting, auditing, security and other professional services. • Administration of POPIA Operator Agreements where a service provider processes personal information on behalf of the practice. • Performance monitoring and risk management. • Business continuity and regulatory compliance.
POPIA Operators / Third-Party Service Providers	• To provide services requiring the processing, hosting, storage, transmission

	or security of personal information on behalf of Annie Elizabeth Davids Attorneys. • Cloud storage and document management. • IT and cybersecurity services. • Practice management and legal software services. • Backup and disaster recovery services. • Email and electronic communication services • Physical security and access-control services. • Where applicable, biometric access-control services may be provided by an authorised service provider acting as an Operator. Appropriate contractual and security measures are implemented in accordance with POPIA.
Website Users / Prospective Clients / Persons Making Enquiries	• To respond to enquiries and requests for information. • To provide information regarding the practice's legal services • To arrange consultations or appointments. • To respond to requests for quotations or fee information. • To communicate regarding requested services. • To administer and secure the website. • To prevent fraudulent or malicious activity. • To improve website functionality and user experience. • To conduct marketing communications where lawful and where the required consent or other lawful basis exists.
Master of the High Court & Officials	• To report and administer deceased estates and trusts. • To submit applications, forms, inventories, wills, liquidation and distribution accounts and other required documentation. • To obtain Letters of Executorship, Letters of Authority and other official documents. • To correspond regarding estate and trust administration. • To comply with statutory requirements and official requests. • To facilitate the lawful administration and finalisation of estates and trusts.
Deeds Registry / Deeds Office & Relevant Government Authorities	• To register transfers of immovable property. • To conduct property and title searches. • To submit transfer and registration documentation. • To process property-related applications and registrations.

	• To obtain title deeds and related property records. • To comply with Deeds Registries legislation and applicable administrative requirements. • To communicate regarding lodgement, examination, registration and rejection of documents.
SARS & Tax Authorities	• To administer transfer duty requirements. • To process estate duty and deceased estate tax matters. • To administer tax-related requirements arising from estates, trusts and property transactions. • To submit required declarations, returns and supporting documentation • To obtain tax certificates and tax-related information. • To respond to lawful information requests. • To comply with applicable tax legislation.
Municipalities, Body Corporates & Homeowners' Associations	• To obtain municipal accounts and clearance information. • To obtain rates clearance certificates. • To obtain levy clearance certificates where applicable. • To verify property-related charges and outstanding amounts. • To facilitate property transfers and registration. • To communicate regarding property accounts, clearances and outstanding requirements.
Legal Practitioners, Counsel, Correspondents & Other Professional Representatives	• To provide and administer legal services. • To communicate regarding client matters and instructions. • To exchange documents and information required to progress legal matters. • To obtain legal opinions, counsel advice or specialist assistance where required • To administer correspondent attorney arrangements. • To facilitate conveyancing, estate, trust and other legal transactions. • To protect client interests and comply with professional obligations.
Regulatory Authorities & Professional Bodies	• To comply with statutory and professional obligations. • To respond to lawful requests for information. • To facilitate inspections, audits and compliance reviews. • To submit required reports and registrations. • To administer Legal Practice Council

	requirements. • To comply with FIC, POPIA, PAIA, tax and other regulatory requirements. • To investigate and respond to complaints or professional conduct matters where applicable.
Complainants / Enquirers / Data Subjects	• To receive, investigate and resolve complaints. • To respond to enquiries and requests. • To process requests made under PAIA. • To process POPIA requests for access, correction, deletion or objection where applicable. • To investigate alleged breaches, misconduct, fraud or security incidents. • To maintain records of complaints and investigations. • To comply with legal and professional obligations. • To improve the quality and security of the practice's services.
Creditors, Debtors & Other Parties to Estates	• To identify and verify creditors and debtors of deceased estates. • To record and administer claims against estates. • To communicate regarding outstanding liabilities and estate debts. • To verify supporting documentation. • To process payments and settlements. • To administer liquidation and distribution accounts. • To comply with the requirements of the Master of the High Court, SARS and other applicable authorities.
Persons Acting Under a Power of Attorney or Other Authority	• To verify the identity and authority of persons acting on behalf of clients, beneficiaries, sellers, purchasers, trustees, executors or other parties. • To administer legal mandates and instructions. • To execute or facilitate legal and conveyancing transactions. • To prevent unauthorised instructions and fraud. • To comply with FICA and other applicable legal requirements.
Other Third Parties Relevant to Legal Matters	• To obtain, verify and exchange information reasonably necessary for the administration of a legal matter. • To obtain supporting documentation, expert information or confirmations. • To facilitate property transfers, estate administration, trust administration and other legal services.

	• To communicate with authorised representatives and relevant stakeholders. • To protect the legitimate interests of clients and the practice. • To comply with legal, regulatory and professional obligations.

8.2. **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

Annie Elizabeth Davids Attorneys processes personal information relating to various categories of data subjects in the course of providing legal services, administering client matters, managing conveyancing transactions, administering wills, trusts and deceased estates, managing the practice and complying with applicable legal, regulatory and professional obligations.

The categories of personal information processed will depend on the nature of the legal matter and the services provided. Not all information listed below will necessarily be collected or processed in respect of every data subject.

Categories of Data Subjects	Personal Information that may be processed
Clients / Prospective Clients – Natural Persons	**Identification Information:** Title; full name; surname; identity number; passport number; date of birth; nationality; marital status; copies of identity documents; signatures. **Contact Information:** Residential address; postal address; email address; telephone number; cellular number; preferred communication method; emergency/contact person information where relevant. **FICA Information:** Identity verification documents; proof of residential address; source of funds; source of wealth where required; beneficial ownership information; client risk information; due diligence records; politically exposed person-related information where applicable. **Legal Matter Information:** Client instructions; mandates; correspondence; legal advice; legal documents; affidavits; declarations; powers of attorney; agreements; contracts; wills; codicils; trust documentation; property information; estate information; beneficiary information and other documents relevant to the client's matter. **Financial Information:** Banking details; payment information; fee arrangements; invoices; statements; transaction information; trust account information; source-of-funds information; tax-related information where relevant.

	Special Personal Information: Information relating to health, religious or philosophical beliefs, family relationships or other special personal information where such information is contained in or reasonably necessary for the administration of a legal matter, will, trust or deceased estate. **Communication Information:** Email correspondence; letters; telephone records where lawfully retained; meeting notes; consultation records; electronic communications and records of instructions.
Clients / Prospective Clients – Juristic Persons, Companies, Trusts, Partnerships and Other Entities	Registered name; trading name; registration number; trust registration details; VAT number where applicable; income tax number where applicable; registered and physical addresses; postal address; contact details; website information; banking details; authorised representatives; directors; members; trustees; beneficiaries; partners; beneficial owners; signatories; powers of attorney; resolutions; constitutional documents; CIPC records; trust deeds; letters of authority; FICA records; beneficial ownership information; contracts; mandates; engagement letters; correspondence; financial information; tax information; transaction records; property information and other information necessary for the relevant legal matter.
Property Purchasers / Buyers	Full name; surname; identity number/passport number; date of birth; nationality; marital status; residential and postal address; contact details; email address; identity documents; proof of address; FICA verification information; source of funds where required; banking details; financial information relevant to the transaction; offer to purchase; sale agreement; purchase price; payment records; bond information; guarantee information; powers of attorney; marriage and matrimonial property regime information; correspondence; signatures; property ownership and transaction information.
Property Sellers / Transferors	Full name; surname; identity number/passport number; date of birth; nationality; marital status; residential and postal address; contact details; identity

	documents; proof of address; FICA records; banking details; title deed information; property ownership information; municipal account information; rates information; levy information; sale agreement; transfer documents; bond information; bond cancellation information; guarantees; powers of attorney; matrimonial property regime information; correspondence; signatures; payment information.
Property Owners / Co-Owners	Full name; identity number/passport number; contact information; residential and postal address; property ownership details; title deed information; erf/sectional title information; municipal account information; bond information; ownership percentages; marital status; matrimonial property regime; co-owner information; correspondence; powers of attorney; financial information relating to the property; FICA documentation.
Spouses / Partners of Clients or Property Parties	Full name; surname; identity number/passport number; date of birth; contact information; marital status; marriage certificate; antenuptial contract; matrimonial property regime; divorce order and settlement agreement where relevant; powers of attorney; affidavits; property ownership information; correspondence; information necessary to determine legal capacity or entitlement in a transaction.
Heirs, Beneficiaries & Next of Kin	Full name; surname; identity number/passport number; date of birth; relationship to deceased; residential and postal address; telephone number; email address; marital status; birth certificates; marriage certificates; proof of relationship; banking details; beneficiary entitlement; inheritance information; correspondence; affidavits; declarations; payment information; property information; tax information where relevant; FICA verification information; signatures.
Deceased Persons / Information Relating to Deceased Estates	Full name; surname; identity number/passport number; date of birth; date and place of death; death certificate; marital status; marriage certificate; antenuptial contract; divorce order; will; codicils; testamentary instructions; estate number; property ownership information; financial

	information; bank accounts; investments; shares; insurance policies; pension/provident fund information; assets and liabilities; tax information; creditor and debtor information; estate duty information; correspondence; information concerning heirs and beneficiaries; information necessary for the administration and finalisation of the estate.
Executors / Administrators of Deceased Estates	Full name; surname; identity number/passport number; contact details; residential address; email address; proof of identity; Letters of Executorship; Letters of Authority; appointment documentation; banking details where relevant; correspondence; instructions; estate administration records; signatures; FICA information; professional information where the executor is acting in a professional capacity.
Creditors / Debtors of Deceased Estates	Full name or registered business name; identity number or registration number; contact details; physical and postal addresses; account information; banking details; invoices; statements; proof of debt; claims against the estate; payment records; correspondence; contracts; supporting documentation; tax information where relevant.
Beneficiaries Named in Wills or Testamentary Trusts	Full name; surname; identity number/passport number; date of birth; residential address; contact details; relationship to testator/deceased; beneficiary entitlement; inheritance information; banking details where distributions are made; tax information where relevant; correspondence; proof of identity; proof of relationship; information relating to guardianship or minority where applicable.
Trustees / Trust Beneficiaries / Trust Founders / Donors	Full name; surname; identity number/passport number; date of birth; nationality; contact information; residential and postal address; trust deed; amendments; Letters of Authority; appointment and resignation documentation; trustee resolutions; beneficiary information; beneficial ownership information; FICA documentation; banking details; tax information; asset information; correspondence; signatures; information

	concerning trust distributions and trust administration.
Directors, Members, Partners, Beneficial Owners & Authorised Representatives of Legal Entities	Full name; surname; identity number/passport number; date of birth; contact details; residential address; position/designation; director or member information; beneficial ownership information; company registration information; CIPC documentation; trust information; partnership information; resolutions; mandates; powers of attorney; signatures; FICA verification records; correspondence; financial and tax information where relevant.
Estate Agents / Property Practitioners	Full name; agency/business name; registration information; contact details; physical and postal address; professional registration information where applicable; transaction information; property information; purchaser and seller information necessary to facilitate a transaction; offer-to-purchase information; correspondence; commission-related information; banking details where required; documentation supplied in connection with conveyancing matters.
Banks, Bond Attorneys & Financial Institutions	Institution name; registration details; contact persons; contact information; banking and transaction information; bond information; bond account information; guarantee information; undertakings; payment information; settlement figures; bond cancellation documentation; correspondence; client and property information necessary to process the relevant transaction; FICA-related information.
Municipalities / Local Authorities / Body Corporates / Homeowners' Associations	Entity name; contact persons; contact details; property information; municipal account details; rates and taxes information; clearance figures; levy information; clearance certificates; account balances; property owner information; correspondence; payment information; property-related documentation.
Master of the High Court & Officials	Name; designation; contact information; official correspondence; estate numbers; trust numbers; deceased estate information; wills; codicils; Letters of Executorship; Letters of Authority; inventories; liquidation and distribution accounts; beneficiary and

	heir information; trustee information; trust documentation; supporting affidavits and declarations; compliance and reporting information.
South African Revenue Service (SARS) & Tax Authorities	Full name; identity number; tax number; estate number; trust information; property information; transaction information; transfer duty information; estate duty information; income and financial information; tax returns; assessments; tax certificates; correspondence; supporting documentation; banking and payment information where required for tax administration.
Deeds Registry / Deeds Office Officials	Names and contact details of officials where applicable; property information; title deed information; erf and sectional title information; transfer documentation; ownership information; powers of attorney; property transaction records; bond information; correspondence; lodgement and registration information.
Employees – Permanent, Temporary, Fixed-Term, Contractors, Consultants & Interns Job Applicants / Prospective Employees	Full name; surname; identity number/passport number; date of birth; nationality where required; contact details; residential address; email address; telephone number; CV; qualifications; employment history; professional registrations; references; interview notes; assessment results; background screening information; criminal verification information where legally permissible; right-to-work documentation where applicable; other information reasonably necessary to assess suitability for employment.
Complainants / Enquirers / Data Subjects	Full name; surname; identity number where reasonably necessary; contact information; complaint or enquiry details; correspondence; supporting documentation; legal matter information where relevant; investigation records; internal notes; outcome records; corrective-action records; PAIA requests; POPIA requests; communication history; information necessary to investigate and resolve the matter.
Insurers / Professional Indemnity Providers	Name; policyholder information; contact information; policy details; insurance policy information; claims information; incident details; supporting documentation; correspondence; payment information; professional indemnity information;

	information relating to legal or regulatory claims.
Persons Acting Under a Power of Attorney / Mandate / Legal Authority	Full name; surname; identity number/passport number; contact details; residential address; authority documentation; power of attorney; mandate; signature; relationship to the principal; scope of authority; correspondence; information relating to transactions or legal matters undertaken on behalf of the principal.
Other Third Parties Relevant to Legal Matters	Full name; surname; identity number/passport number where required; contact details; address; relationship to the client or matter; relevant correspondence; statements; affidavits; declarations; supporting documentation; property information; financial information; estate information; trust information; information reasonably required to investigate, administer or conclude the relevant legal matter.

8.3. **The recipients or categories of recipients to whom the personal information may be supplied**

Annie Elizabeth Davids Attorneys may supply personal information to recipients or categories of recipients where such disclosure is necessary for the provision of legal services, administration of client matters, fulfilment of contractual obligations, compliance with legal and professional obligations, protection of legitimate interests, or where disclosure is otherwise permitted or required by law.

Personal information is only supplied to recipients to the extent reasonably necessary for the relevant purpose and subject to appropriate confidentiality, security and data protection measures.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity & Identification Information Identity numbers; passport numbers; full names; dates of birth; nationality; copies of identity documents; signatures; identity verification information	• Financial Intelligence Centre / relevant authorities where legally required • South African Revenue Service (SARS) • Master of the High Court • Deeds Office / Deeds Registry • Municipalities and other local authorities • Banks and financial institutions • Bond attorneys • Estate agents/property practitioners where necessary for a transaction

	• Legal Practice Council and other professional bodies where required • Courts and tribunals • Law enforcement agencies where legally authorised • Regulatory authorities • FICA verification and due-diligence service providers acting as authorised Operators • Professional advisors and legal representatives where necessary • Service providers processing information on behalf of the practice under appropriate contractual safeguards
Client Contact Information Residential and postal addresses; telephone numbers; cellular numbers; email addresses; communication preferences	• Clients and authorised representatives • Co-owners and other parties to a legal matter where necessary • Estate agents/property practitioners • Banks and financial institutions • Bond attorneys • Master of the High Court • Deeds Office • SARS • Municipalities • Trustees and beneficiaries where relevant • Executors and estate representatives • Legal practitioners, advocates and correspondents • Courts and tribunals • Professional advisors • Service providers acting as authorised Operators • Law enforcement or regulatory authorities where legally required
FICA / Client Due-Diligence Information Identity documents; proof of address; beneficial ownership information; source of funds; source of wealth where required; client risk information; due-diligence records	• Financial Intelligence Centre and other competent authorities where legally required • Banks and financial institutions • SARS where legally required • Master of the High Court where required for estate/trust administration • Deeds Office where required for property transactions • FICA verification and screening service providers acting as authorised Operators • Legal Practice Council and other regulatory/professional bodies where required • Law enforcement agencies where legally authorised • Courts and tribunals where lawfully required • Professional advisors assisting with the relevant legal matter

Conveyancing & Property Information Property ownership information; title deed information; erf/sectional title information; property addresses; sale agreements; transfer documents; property transaction details	• Deeds Office / Deeds Registry • SARS • Municipalities • Body corporates • Homeowners' associations • Estate agents/property practitioners • Purchasers and sellers to the extent necessary for the transaction • Other conveyancers • Bond attorneys • Banks and financial institutions • Mortgage bond holders • Property valuers where necessary • Surveyors and other property professionals where applicable • Master of the High Court where property forms part of a deceased estate • Legal representatives and professional advisors • Courts or regulatory authorities where legally required
Sale Agreements / Offers to Purchase / Contractual Information Offers to purchase; sale agreements; contractual terms; purchaser/seller details; transaction conditions; correspondence	• Purchasers and sellers • Estate agents/property practitioners • Other conveyancers • Banks and financial institutions • Bond attorneys • Deeds Office • SARS • Municipalities and relevant property authorities • Attorneys and advocates acting for parties where authorised • Courts, arbitrators or mediators where disputes arise • Professional indemnity insurers where relevant • Other authorised professional advisors
Banking & Payment Information Bank account details; account holder information; payment records; guarantees; undertakings; transaction payments; trust account information	• Banks and financial institutions • Bond attorneys • Payment service providers • Clients and authorised representatives • Purchasers, sellers, executors, trustees or beneficiaries where necessary to administer a transaction • SARS where required for tax administration • Master of the High Court where required for estate/trust administration • Accountants and auditors • Legal Practice Council or other regulatory bodies where legally required • Courts and law enforcement agencies where legally authorised

Trust Account / Client Funds Information Trust account details; client ledgers; receipts; payments; transaction allocations; interest; beneficiary payments; estate distributions	• Relevant clients and authorised representatives • Purchasers and sellers where required for conveyancing transactions • Executors and beneficiaries • Trustees and trust beneficiaries • Banks and financial institutions • Legal Practice Council / relevant regulatory authorities • Auditors and accounting professionals • SARS where legally required • Master of the High Court where required • Courts or law enforcement authorities where lawfully authorised
Wills & Testamentary Information Wills; codicils; testamentary instructions; beneficiary information; executor nominations; trustee nominations; estate planning information	• Testator/client • Executor or nominated executor after death, where legally authorised • Master of the High Court • Beneficiaries and heirs where legally entitled or authorised • Trustees and nominated trustees • Legal representatives • Courts where required • SARS where relevant to estate administration • Professional advisors involved in estate administration • Other persons lawfully entitled to receive the information **Confidential testamentary information will not ordinarily be disclosed to third parties during the client's lifetime unless authorised by the client or otherwise permitted or required by law.**
Deceased Estate Information Death certificates; wills; estate numbers; asset and liability information; heir and beneficiary information; liquidation and distribution accounts; estate duty information	• Master of the High Court • SARS • Executors and authorised estate representatives • Heirs and beneficiaries to the extent legally entitled • Banks and financial institutions • Deeds Office • Municipalities • Insurers and pension/provident fund administrators where applicable • Creditors and debtors of the estate • Estate agents/property practitioners • Other conveyancers • Legal representatives and professional advisors • Courts and tribunals

	• Law enforcement or regulatory authorities where legally required
Heir / Beneficiary Information Names; identity numbers; relationship to deceased; contact details; proof of relationship; banking details; inheritance and distribution information	• Master of the High Court • Executor or estate administrator • Relevant beneficiaries and heirs • Banks and financial institutions for lawful payments or distributions • Deeds Office where property is transferred • SARS where required for tax/estate administration • Municipalities where necessary for property transfers • Trustees where a testamentary or inter vivos trust is involved • Legal representatives and professional advisors • Courts where required
Trust Information Trust deed; trustee details; beneficiary information; founder information; Letters of Authority; resolutions; trust assets; distributions; beneficial ownership information	• Master of the High Court • SARS • Trustees and authorised representatives • Beneficiaries where appropriate and legally entitled • Banks and financial institutions • Legal representatives and professional advisors • Auditors/accountants • FICA-related authorities and regulators where legally required • Courts and law enforcement agencies where legally authorised
Financial & Tax Information Tax numbers; transfer duty information; estate duty information; financial records; invoices; statements; payment information; asset and liability information	• SARS • Banks and financial institutions • Master of the High Court • Accountants and tax practitioners • Auditors • Legal Practice Council and relevant regulatory bodies where required • Clients and authorised representatives • Executors and trustees • Courts and law enforcement agencies where legally authorised
Employee Personal Information Identity information; contact details; employment records; payroll information; banking details; tax information; qualifications; performance information	• SARS • Department of Employment and Labour • UIF • Compensation Fund where applicable • Pension/provident fund administrators • Banks and payroll service providers • External accountants and auditors • Labour consultants and legal advisors • IT and payroll service providers acting as authorised Operators • Legal Practice Council or other regulatory

	authorities where required • Courts or tribunals where lawfully required
Employee Special Personal Information Medical certificates; disability information where applicable; occupational health information; other special personal information lawfully processed	• Occupational health practitioners where required • Compensation Fund where applicable • Department of Employment and Labour where legally required • Medical/benefit administrators where applicable • Legal representatives where necessary for employment-related proceedings • Courts, tribunals or regulatory authorities where legally required • Service providers acting as authorised Operators where necessary
Employee / Visitor Biometric Information Facial recognition information; biometric templates; associated access-control information	• The authorised biometric/access-control service provider acting as a POPIA Operator • Security service providers where necessary for access control and security • Building management where applicable • Law enforcement agencies where disclosure is legally required • Regulatory authorities where legally required • Insurers where reasonably necessary for an authorised investigation or claim
Website / Enquiry Information Names; contact details; enquiry information; IP addresses; website usage information; cookies; device information; online submissions	• Website hosting providers • IT service providers • Cloud service providers • Website maintenance providers • Cybersecurity service providers • Analytics providers where lawfully used • Marketing/communication service providers where applicable and lawful • Legal or regulatory authorities where required by law
Electronic Communications & Client Correspondence Emails; letters; electronic messages; meeting records; communication history; attachments	• Clients and authorised representatives • Attorneys and advocates • Correspondent attorneys • Estate agents and property practitioners • Banks and financial institutions • Master of the High Court • Deeds Office • SARS • Municipalities • Trustees, executors and beneficiaries where relevant • Professional advisors • IT, email and cloud service providers acting as Operators • Courts and regulatory authorities where legally required

Legal Advice / Privileged & Confidential Information Legal opinions; legal advice; privileged correspondence; legal strategy; confidential instructions; legal memoranda	• The relevant client and authorised representatives • Attorneys and advocates involved in the matter • Correspondent attorneys • Counsel and professional advisors where authorised • Courts or tribunals where disclosure is legally required or permitted • Professional indemnity insurers where necessary to administer a claim • Legal Practice Council or other professional/regulatory bodies where legally required • Law enforcement agencies only where legally authorised **Disclosure remains subject to legal professional privilege, confidentiality obligations and applicable law.**
Supplier / Service Provider Information Company details; contact details; banking information; tax information; contracts; invoices; compliance records	• Banks and payment service providers • Accountants and auditors • SARS • Legal and professional advisors • IT and cloud service providers acting as Operators • Insurance providers • Regulatory authorities where legally required
POPIA / PAIA & Information Governance Information PAIA requests; POPIA requests; personal information access/correction requests; consent records; data breach records; compliance records	• Information Regulator • Legal advisors • External compliance consultants • IT/cybersecurity service providers acting as Operators • Auditors • Courts and tribunals • Law enforcement agencies where legally required • Other regulatory authorities where disclosure is authorised or required by law
Security / Access-Control Information Visitor registers; access logs; CCTV where applicable; alarm records; biometric access records; security incident information	• Security personnel/service providers • Building management • Authorised access-control Operators • Insurers where relevant to an incident or claim • Law enforcement agencies • Emergency services where necessary • Courts or regulatory authorities where legally required
Professional / Regulatory Information Professional registration; compliance	• Legal Practice Council • Legal Practitioners' Fidelity Fund and other relevant professional bodies • Information Regulator

records; audit information; professional conduct information	• Financial Intelligence Centre / relevant authorities • SARS • Courts and tribunals • Law enforcement agencies • Professional indemnity insurers • Auditors and professional advisors • Other regulatory authorities where legally required
Complaints / Investigation Information Complaint details; supporting documents; correspondence; investigation records; outcome information	• Relevant client/data subject • Legal Practice Council or professional bodies where applicable • Information Regulator where relevant • Legal representatives • Auditors or investigators where authorised • Professional indemnity insurers where applicable • Courts and tribunals • Law enforcement agencies • Other regulatory authorities where disclosure is legally required
Personal Information Relating to Legal Proceedings Affidavits; statements; pleadings; evidence; correspondence; legal documents; witness information	• Courts and tribunals • Attorneys and advocates • Opposing legal representatives • Counsel and expert witnesses where necessary • Clients and authorised representatives • Arbitrators and mediators • Law enforcement agencies • Regulatory authorities • Professional indemnity insurers where applicable • Other parties to proceedings where disclosure is authorised or required by applicable procedural rules or law
Audit, Accounting & Financial Records Financial statements; invoices; payments; accounting records; trust account records; audit information	• External auditors • Accountants and accounting officers • SARS • Legal Practice Council / relevant regulatory bodies • Banks and financial institutions • Tax practitioners • Clients where relevant to their matters • Master of the High Court where required • Courts or law enforcement agencies where legally authorised
Insurance & Claims Information Policy information; claims; incident reports; supporting documents; correspondence	• Professional indemnity insurers • Insurance brokers • Legal representatives • Auditors or investigators • Courts and tribunals • Regulatory authorities

	• Law enforcement agencies where legally required
General Personal Information Required for Legal Services	• Clients and authorised representatives • Attorneys, advocates and correspondent attorneys • Courts and tribunals • Master of the High Court • Deeds Office • SARS • Municipalities and other authorities • Banks and financial institutions • Estate agents/property practitioners • Executors and trustees • Beneficiaries and heirs where legally entitled • Professional advisors • FICA verification providers and other authorised Operators • Regulatory authorities • Law enforcement agencies where disclosure is authorised or required by law

8.3.1 General Limitation on Disclosure

Annie Elizabeth Davids Attorneys will not disclose personal information indiscriminately. Personal information will only be supplied to a recipient where there is a lawful and justifiable basis for the disclosure, including where:

- the disclosure is necessary for the performance of a legal mandate or contractual obligation;
- the disclosure is necessary to comply with a legal or regulatory obligation;
- the disclosure is necessary to protect the rights or legitimate interests of the client, the practice or another data subject;
- the data subject has consented to the disclosure, where consent is the appropriate lawful basis;
- disclosure is necessary for the proper administration of a deceased estate, trust or conveyancing transaction;
- disclosure is required by a court, tribunal, regulatory authority or other competent authority;
- disclosure is required in terms of FICA, tax legislation, the Legal Practice Act, deeds and property legislation or other applicable legislation; or
- disclosure is made to an authorised Operator or service provider where such disclosure is necessary for the provision of services to Annie Elizabeth Davids Attorneys.

Where personal information is supplied to an Operator, Annie Elizabeth Davids Attorneys will take reasonable steps to ensure that the Operator processes the information only in accordance with the authorised purpose and applicable POPIA requirements and implements appropriate security safeguards.

The disclosure of confidential or legally privileged information remains subject to applicable legal professional privilege, confidentiality obligations, court rules and other applicable legal restrictions.

8.3.2. Special Personal Information

Where Annie Elizabeth Davids Attorneys processes special personal information, including information relating to health, religious or philosophical beliefs, criminal behaviour or biometric information, such information will only be processed and disclosed where permitted or required by POPIA or another applicable legal basis.

Biometric information used for physical access control will be subject to appropriate security safeguards and contractual controls. Where an external service provider operates the biometric access-control system, that service provider will process the information in its capacity as an authorised Operator where applicable.

8.3.3. Disclosure to Authorities

Personal information may be supplied to courts, tribunals, the Master of the High Court, SARS, the Deeds Office, municipalities, the Legal Practice Council, the Information Regulator, the Financial Intelligence Centre, law enforcement agencies and other competent authorities where such disclosure is authorised or required by law.

Where disclosure is not legally required, Annie Elizabeth Davids Attorneys will assess whether the disclosure is necessary, proportionate and compatible with the purpose for which the personal information was collected.

8.3.4. Disclosure in the Administration of Deceased Estates and Trusts

In the administration of deceased estates and trusts, personal information may necessarily be shared with the Master of the High Court, SARS, financial institutions, beneficiaries, heirs, trustees, executors, creditors, debtors, conveyancers, municipalities, the Deeds Office and other parties involved in the lawful administration of the estate or trust.

Only information reasonably necessary for the relevant purpose will be disclosed, subject to confidentiality, privilege and applicable legal requirements.

8.3.5. Disclosure in Conveyancing Transactions

Personal information may be exchanged between purchasers, sellers, conveyancers, estate agents, banks, bond attorneys, the Deeds Office, SARS, municipalities, body corporates, homeowners' associations and other parties where such disclosure is reasonably necessary to facilitate the lawful transfer and registration of immovable property.

The practice will take reasonable steps to verify recipients and authorised representatives before supplying sensitive personal or financial information.

8.4. Planned transborder flow of personal information

Annie Elizabeth Davids Attorneys primarily collects, processes, stores and retains personal information within the Republic of South Africa in the course of providing legal services, including conveyancing, wills and estate planning, trusts, deceased estate administration and related legal services.

Annie Elizabeth Davids Attorneys does not currently share, transfer, disclose or otherwise make personal information available to recipients outside the Republic of South Africa. The Private Body does not have any planned or routine transborder flow of personal information in the ordinary course of its business.

Personal information relating to clients, prospective clients, employees, job applicants, purchasers, sellers, property owners, heirs, beneficiaries, executors, trustees, deceased estates, suppliers, service providers and other data subjects is intended to be processed and retained within South Africa.

The Private Body's ordinary processing activities, including the administration of legal files, conveyancing matters, wills, trusts, deceased estates, client correspondence, financial records, FICA records and related documentation, are conducted using systems and service providers intended for use within the Republic of South Africa.

No Planned Transborder Transfers

At the date of this PAIA Manual:

- Annie Elizabeth Davids Attorneys does not intentionally transfer personal information to recipients located outside South Africa;
- Annie Elizabeth Davids Attorneys does not intentionally disclose client information to foreign legal practitioners, foreign service providers or foreign third parties in the ordinary course of its business;
- Annie Elizabeth Davids Attorneys does not intentionally store client files or personal information in foreign jurisdictions as part of its ordinary business operations;
- personal information relating to conveyancing transactions, wills, trusts and deceased estates is intended to remain within South Africa; and
- the Private Body does not have any planned international data-sharing arrangements.

Future Changes to Transborder Processing

Should Annie Elizabeth Davids Attorneys in future introduce a service, technology, software platform, cloud service provider, Operator or other arrangement that results in personal information being transferred to, stored in or accessed from a country outside the Republic of South Africa, the Private Body will first assess the proposed transfer and take appropriate steps to ensure compliance with section 72 of POPIA.

Any future transborder transfer will only take place where one or more of the requirements of section 72 of POPIA are satisfied, including where:

- the recipient is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection that is substantially similar to the protection provided under POPIA;
- the transfer is necessary for the performance or conclusion of a contract between the Private Body and a third party, or between the Private Body and the data subject, where applicable;

- the transfer is necessary for the implementation of pre-contractual measures taken in response to a request by the data subject;
- the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party;
- the data subject has consented to the transfer where consent is required;
- the transfer is necessary for the establishment, exercise or defence of a right or obligation in law; or
- the transfer is otherwise permitted by POPIA or another applicable law.

Before implementing a transborder arrangement, Annie Elizabeth Davids Attorneys will, where appropriate:

- identify the countries or jurisdictions to which personal information may be transferred or from which it may be accessed;
- identify the categories of personal information involved;
- identify the categories of data subjects affected;
- assess the legal and privacy risks associated with the transfer;
- assess the security measures implemented by the recipient or Operator;
- ensure that appropriate contractual confidentiality and data protection obligations are in place;
- enter into an appropriate Operator Agreement or other written agreement where required by POPIA;
- implement appropriate technical and organisational security measures;
- limit the personal information transferred to that which is reasonably necessary for the intended purpose; and
- update its privacy notices, PAIA Manual, information governance documentation and other compliance records where required.

Cloud, Software and Information Technology Services

Although Annie Elizabeth Davids Attorneys does not currently undertake or intend to undertake transborder transfers of personal information, the Private Body recognises that certain software, email, cloud, cybersecurity, document-management, backup or other technology services may potentially involve remote access, hosting, support or processing from outside South Africa.

Accordingly, before implementing any technology or service that may result in personal information being accessed, stored or processed outside South Africa, Annie Elizabeth Davids Attorneys will assess the service provider's data-hosting arrangements and the applicable data-processing terms to determine whether a transborder transfer or access occurs.

No such arrangement will be knowingly implemented where it would result in unlawful processing or an unlawful transfer of personal information.

Cross-Border Access by Service Providers

Where a service provider, Operator or other third party may remotely access systems containing personal information from outside South Africa, such

access will be treated as a potential transborder flow of personal information and assessed in accordance with POPIA.

Appropriate contractual, technical and organisational safeguards will be implemented where required, including confidentiality obligations, access controls, authentication measures, encryption, monitoring and limitations on access to personal information.

Data Subject Rights

Where a future transborder transfer is proposed and POPIA requires information or consent to be provided to the data subject, Annie Elizabeth Davids Attorneys will take reasonable steps to ensure that the data subject is appropriately informed.

The Private Body will continue to process personal information in accordance with the principles of POPIA, regardless of whether the information is processed within South Africa or, where lawfully permitted in future, outside South Africa.

Current Position

Annie Elizabeth Davids Attorneys confirms that there is currently no planned transborder flow of personal information. Personal information processed by the Private Body is intended to remain within the Republic of South Africa, and the Private Body does not ordinarily share personal information with recipients located outside South Africa.

Should this position change in future, the Private Body will review its information governance and compliance measures and ensure that any transborder processing complies with ***section 72 of POPIA and all other applicable legal requirements.***

8.5. **General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information**

Annie Elizabeth Davids Attorneys implements reasonable and appropriate **administrative, technical and physical safeguards** to protect the confidentiality, integrity and availability of personal information in accordance with section 19 of the ***Protection of Personal Information Act, 4 of 2013 ("POPIA"),*** the firm's professional confidentiality obligations and other applicable legislation.

The security measures take into account the nature and sensitivity of the information processed by the firm, including confidential client information, identity and FICA documentation, financial information, conveyancing records, wills, trust records, deceased estate records, beneficiary information and information relating to legal proceedings.

The firm implements, or where appropriate requires its Operators and service providers to implement, the following measures:

Security Measure	Description
Information Security Governance	Annie Elizabeth Davids Attorneys maintains internal policies and procedures relating to information security, confidentiality, privacy and the protection of personal information. The Information Officer oversees the firm's POPIA and PAIA compliance and assists with the implementation and monitoring of information security measures.
Attorney-Client Confidentiality	Confidentiality is a fundamental requirement in the provision of legal services. Employees, attorneys, consultants, contractors and other persons who have access to client information are required to maintain the confidentiality of information obtained in the course of their duties. Information is only accessed, used or disclosed for authorised purposes or where disclosure is permitted or required by law.
Legal Professional Privilege	Information that is subject to legal professional privilege is handled with appropriate safeguards. Privileged communications, legal advice, legal opinions, litigation information and confidential client instructions are restricted to authorised persons and are not disclosed to third parties except where authorised by the client or permitted or required by law.
Physical Security of Premises	The firm's premises are protected through appropriate physical security measures, including controlled access to

	offices, lockable doors, secure work areas and restricted access to areas where confidential client files and personal information are stored or processed.
Visitor Management	Visitors, contractors and service providers may be required to identify themselves, sign a visitor register and be accompanied or authorised by an employee where appropriate. Visitors are not permitted unrestricted access to offices, client files, computers or other areas where confidential information is processed.
Physical File Security	Hard-copy legal files, including conveyancing files, wills, trust files and deceased estate files, are stored in secure cabinets, offices or designated filing areas. Access is restricted to authorised personnel. Sensitive documents are not intentionally left unattended or openly accessible.
Secure Storage of Wills and Original Documents	Original wills, title deeds, certificates, estate documents and other important original records are stored in secure locations with restricted access. Where applicable, access and release of original documents is controlled and recorded.
Clean Desk and Clear Screen Practices	Employees are expected to secure confidential documents when leaving their workstations and to lock computer screens when systems are unattended. Confidential client information should not be left visible to unauthorised persons.
Access Control and User Management	Access to electronic systems, files, applications and personal information is granted according to job responsibilities and on a need-to-know and least-privilege basis. User accounts are individually assigned and access is removed or amended when an employee, contractor or service provider no longer requires access.
Password and Authentication Controls	Appropriate password and authentication controls are implemented for electronic systems. Users are expected to keep passwords confidential and not share authentication credentials with other persons. Additional authentication

	controls may be implemented where supported by the relevant system.
Computer and Network Security	Reasonable technical safeguards such as firewalls, anti-malware and endpoint protection, security updates, access controls and network security measures are implemented to reduce the risk of unauthorised access, malware, data loss and other cyber threats.
Electronic Device Security	Computers, laptops and other authorised devices used to process personal information are protected through password controls, automatic screen locking, security software, software updates and other appropriate device-security measures.
Remote Access Security	Where employees are authorised to work remotely or access company systems outside the office, appropriate access controls and secure connection methods are implemented to reduce the risk of unauthorised access to confidential information.
Email and Electronic Communications	Confidential client information transmitted electronically is handled with appropriate care. Employees are required to verify recipients before sending sensitive information and to avoid sending confidential information to unauthorised persons. Appropriate secure communication and file-transfer measures are used where reasonably necessary.
Protection of Conveyancing Records	Conveyancing records, including identity documents, FICA documentation, sale agreements, title deed information, transfer documents, bond documentation, guarantees and financial information, are subject to restricted access and appropriate physical and electronic security measures.
Protection of Wills and Trust Records	Wills, codicils, trust deeds, trustee records, beneficiary information, estate-planning instructions and related confidential documentation are protected against unauthorised access, alteration, loss or disclosure. Access is limited to persons authorised to administer or provide legal services relating to the relevant matter.

Protection of Deceased Estate Records	Deceased estate files may contain highly sensitive information relating to the deceased, heirs, beneficiaries, executors, assets, liabilities, bank accounts, insurance policies, tax affairs and property. Such records are subject to restricted access, secure storage and confidentiality controls.
FICA and Identity Verification Information	Identity documents, proof of address, beneficial ownership information, source-of-funds information and other FICA documentation are treated as confidential and are accessible only to authorised personnel. Such information is used for legitimate compliance and legal purposes and is securely stored.
Financial and Trust Account Information	Client banking details, trust account information, payment records, invoices, receipts, statements, guarantees and other financial information are protected through appropriate access controls and financial administration procedures. Access is limited to authorised personnel and relevant professional service providers.
Information Classification and Handling	Information is handled according to its sensitivity. Confidential client information, privileged legal information, FICA documentation, financial information and special personal information receive appropriate safeguards against unauthorised access, disclosure, alteration or destruction.
Data Minimisation and Need-to-Know Access	Employees and service providers are only provided with access to personal information reasonably required to perform their authorised functions. Unnecessary access to complete client files or unrelated matters is restricted.
Conflicts of Interest and Matter Access	Access to client and matter information is managed with regard to professional confidentiality and potential conflicts of interest. Information relating to one client or matter is not made available to persons who are not authorised to access that information.
Confidentiality Agreements and Employment Obligations	Employees, contractors, consultants and relevant service providers are subject to confidentiality obligations through employment contracts, confidentiality agreements, policies or other appropriate contractual arrangements.

	Confidentiality obligations may continue after termination of employment or the service relationship.
Operator and Third-Party Management	Where an external service provider processes personal information on behalf of Annie Elizabeth Davids Attorneys, the firm takes reasonable steps to ensure that an appropriate written agreement or Operator Agreement is in place where required by POPIA. Operators are expected to process information only for authorised purposes and implement appropriate security safeguards.
IT and Cloud Service Providers	Where external IT, software, hosting, backup, email or other technology providers are used, reasonable steps are taken to ensure that appropriate security and confidentiality measures are implemented. The firm's requirements regarding cross-border processing are also taken into account.
Monitoring and Audit Trails	Where supported by the relevant systems, electronic access, system activity and other security events may be logged and monitored to identify unauthorised access, suspicious activity, security incidents or inappropriate use of information systems.
Data Integrity and Accuracy	Reasonable measures are implemented to maintain the accuracy and completeness of personal information. Documents and electronic records are subject to appropriate review, verification, controlled amendments and record-keeping procedures.
Document Version Control	Where appropriate, electronic legal documents are managed through controlled file structures, naming conventions, version control or other mechanisms designed to reduce the risk of using outdated, incorrect or unauthorised versions of documents.
Backup and Recovery	Important electronic records are backed up using appropriate backup procedures. Backup and recovery measures are implemented to reduce the risk of permanent loss of important client and business information following system failure, accidental deletion, cyber incidents or other disruptions.

Business Continuity and Disaster Recovery	Appropriate business continuity and disaster recovery measures are maintained to assist the firm in continuing critical legal and administrative functions and restoring access to important information following an interruption, system failure, physical incident or other emergency.
Secure Disposal of Physical Records	Documents containing personal or confidential information are disposed of securely when no longer required and when the applicable retention period has expired. Confidential documents are not disposed of through ordinary unsecured waste where doing so could expose personal information.
Secure Disposal of Electronic Information	Electronic personal information is securely deleted, destroyed, anonymised or otherwise rendered inaccessible when it is no longer required, subject to applicable legal, professional and record-retention requirements.
Records Retention	Client and business records are retained in accordance with applicable legislation, professional requirements, contractual obligations, the firm's retention policies and legitimate business requirements. Records are not destroyed where a legal obligation requires continued retention or where they are required for ongoing legal proceedings or other lawful purposes.
Information Security Awareness	Employees and relevant service providers receive appropriate guidance or training regarding confidentiality, POPIA, information security, secure document handling, phishing and other common information-security risks.
Acceptable Use of Information Systems	Internal procedures regulate the appropriate use of computers, email, internet access, electronic devices, software and company information systems. Employees are expected to use these systems responsibly and not to copy, disclose, download or transmit confidential information without authorisation.
Cybersecurity and Phishing Awareness	Reasonable measures are implemented to reduce risks associated with phishing, malware, fraudulent emails, compromised passwords and other cyber threats. Employees are expected

	to exercise caution when opening attachments, clicking links or responding to requests for confidential client or financial information.
Verification of Payment and Banking Instructions	Due to the risk of fraud involving legal practices and conveyancing transactions, appropriate verification procedures are used where reasonably practicable when receiving or communicating sensitive banking or payment instructions. Employees are expected to verify unusual or changed banking details through appropriate channels before processing payments.
Incident Management	Actual or suspected information-security incidents are reported, investigated and managed through appropriate internal procedures. Incidents may include unauthorised access, loss or theft of files or devices, accidental disclosure, cyberattacks, malware, phishing incidents or other compromises of personal information.
Data Breach Response	Where a security compromise results in the unauthorised access or acquisition of personal information, Annie Elizabeth Davids Attorneys will assess and manage the incident in accordance with POPIA. Where required by law, the Information Regulator and affected data subjects will be notified within the prescribed legal framework.
Risk Assessments and Security Reviews	Information-security risks are periodically reviewed with regard to the nature of the information processed, changes in technology, new threats, operational changes and applicable legal requirements. Appropriate corrective or preventative measures may be implemented where risks are identified.
Professional and Regulatory Compliance	Information security measures are maintained with regard to POPIA, PAIA, the Legal Practice Act, applicable rules governing legal practitioners, FICA, tax legislation, professional confidentiality obligations and other legislation relevant to the firm's activities.
Third-Party Confidentiality	Where information must be shared with estate agents, banks, bond attorneys, conveyancers, accountants, auditors, trustees, executors, the Master of the High Court, SARS, municipalities, the

	Deeds Office, courts or other third parties for a legitimate legal purpose, only information reasonably necessary for that purpose is disclosed, subject to applicable legal and confidentiality requirements.
Physical Security Incidents	Loss, theft, unauthorised removal or attempted unauthorised access to physical files, equipment or premises is reported and investigated. Appropriate corrective action is taken where necessary.
Protection Against Unauthorised Disclosure	Personal information is not disclosed to third parties merely because they request it. Reasonable steps are taken to verify the identity and authority of persons requesting access to client information before information is disclosed, subject to applicable legal rights and obligations.
Ongoing Improvement	Security measures are reviewed and updated where reasonably necessary in response to identified risks, incidents, technological developments, changes in the firm's operations or changes in applicable legislation.

9. Request procedure to obtain access to records held by the Private Body

9.1. To access records held by Annie Elizabeth Davids Attorneys Inc., the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.

9.2. The form must include enough detail to identify -

9.2.1 the record;

9.2.2 the requester's identity;

9.2.3 the preferred method of access, and the reason the information is needed to exercise or protect a specific right

9.3. Requests submitted on behalf of another person must be accompanied by proof of authority.

9.4. Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of Annie Elizabeth Davids Attorneys Inc. and assistance will be provided to record the request.

9.5. Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.

9.6. If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The

requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

10. Availability of the Manual

10.1. A copy of the manual is available -

10.1.1 At the head office of Annie Elizabeth Davids Attorneys Inc. for public inspection during normal business hours;

10.1.2 To any person upon request upon the payment of a reasonable prescribed fee; and

10.1.3 To the Information Regulator upon request.

10.2. A fee for a copy of the Manual, as contemplated in annexure B of the PAIA Regulations, attached to this PAIA Manual as annexure A, shall be payable per each A4-size photocopy made.

11. Updating of the Manual

The head of Annie Elizabeth Davids Attorneys Inc. will on a regular basis update this manual.

Issued by: Mrs. Inez Trollip (Information Officer)

> *Live, love, laugh, and leave a legacy*
>
> — *Stephen Covey*

12. Annexure A: Applicable fees

The table below sets out the fees applicable to any request for a record of information held by Annie Elizabeth Davids Attorneys Inc.:

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 (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the 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. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the 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 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

13. Annexure B: 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:	
	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

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.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

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

MANNER OF ACCESS *(Mark the applicable box with an "X")*	
Personal inspection of record at registered address of public/private body (*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*)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *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.*	
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) A request fee must be paid before the request will be considered.* *b) You will be notified of the amount of the access fee to be paid.* *c) 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.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
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

14. Annexure C: Form 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

NOTE:

1. If your request is granted the—
   (a) amount of the deposit, (if any), is payable before your request is processed; and
   (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: The Information Officer

_____

_____

_____

_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(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)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.	

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(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)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reason:

4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL
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 (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the 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. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the 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 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No.: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

_____

Information Officer