PAIA & POPIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 and the Protection of Personal Information Act 4 of 2013

1. Introduction

This manual is published under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA). It explains how to request access to records held by The Devon Towers Group (Pty) Ltd, trading as RentGuard Nexus, a private body.

2. Company and contact details

Legal name: The Devon Towers Group (Pty) Ltd, trading as RentGuard Nexus

Registration number: 2025/663915/07 (CIPC)

Information Officer: Tumelo Faith Khantsi

Email: info@rentguardsa.co.za (subject line "PAIA request")

Telephone: 050 203 3667

Website: https://rentguardsa.co.za

Physical and postal address: available from the Information Officer on request.

3. Guide from the Information Regulator

The Information Regulator has published a guide on how to use PAIA and POPIA, in all official languages. It is available at www.inforegulator.org.za or from the Information Regulator, JD House, 27 Stiemens Street, Braamfontein, Johannesburg. Email: enquiries@inforegulator.org.za.

4. Records automatically available

The following are available on our website without a formal request: Terms of Service, Privacy Notice, Disclaimer, Policies, published pricing and this manual.

5. Records held in terms of legislation

Records are kept as required by, among others: Companies Act 71 of 2008; Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011; Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Consumer Protection Act 68 of 2008; Electronic Communications and Transactions Act 25 of 2002; Financial Intelligence Centre Act 38 of 2001 (where applicable); POPIA and PAIA.

6. Categories of records held

Company records: incorporation documents, share register, minutes, statutory returns.

Financial records: accounting records, invoices, bank statements, tax records.

Personnel records: employment contracts, payroll, leave and disciplinary records.

Customer records: account details, subscriptions, payment confirmations, rental records customers upload (leases, payments, inspections, documents), verification results, Nexus conversations, consents and support correspondence.

Supplier and partner records: agreements, correspondence and operator agreements.

Technical records: security logs, audit trails and system documentation.

7. Processing of personal information (POPIA)

Purpose: to provide rental protection, record-keeping, verification, payment and support services that customers request; to secure accounts; and to meet legal obligations.

Data subjects: customers (individual and business tenants), invited tenants, landlords and agents named by customers, employees, suppliers and partners.

Information processed: identity and contact details, account and subscription data, rental and payment records, documents and media uploaded by customers, verification outcomes (ID kept as a protected reference and last four digits), device and sign-in data.

Recipients: operators bound by written agreements — hosting and database, email delivery, payment processing, identity and background check providers (only for checks a customer requests), and an AI model provider. Landlords or agents receive information only when the customer chooses to share it.

Cross-border transfers: some operators store or process information outside South Africa, only under laws or agreements giving protection comparable to POPIA (section 72).

Security measures: encryption in transit, per-user access controls, private document storage, audit logs, confirmation for sensitive actions, and breach notification under section 22 of POPIA.

8. How to request access

Complete Form 2 (Request for Access to Record) prescribed under the PAIA Regulations, available from the Information Regulator's website, and email it to info@rentguardsa.co.za with the subject "PAIA request".

Give enough detail to identify the record, state the form of access you want, and, if requesting on behalf of someone else, attach proof of authority. You must state the right you want to exercise or protect and explain why the record is needed.

We will respond within 30 days. This period may be extended once by up to 30 days, with written notice and reasons.

Customers wanting their own personal information can also use the POPIA access and correction rights described in our Privacy Notice, without completing Form 2.

9. Fees

A request fee and access fees may be payable as prescribed in the PAIA Regulations. No request fee is payable when you request your own personal information. You will be told the amount before any fee is due, and a deposit may be required where the search exceeds the prescribed time.

10. Grounds for refusal

Access may be refused on the grounds set out in Chapter 4 of Part 3 of PAIA, including protection of another person's privacy, commercial information of third parties, confidential information, safety of individuals and property, legally privileged records, and our own commercial or research information.

11. Remedies

If you are unhappy with a decision, you may lodge a complaint with the Information Regulator (complaints.IR@inforegulator.org.za) or apply to court within 180 days, as provided in sections 77A to 78 of PAIA. There is no internal appeal procedure for private bodies.

12. Availability and updates

This manual is available at https://rentguardsa.co.za/paia-manual.pdf and at our office on request. It is reviewed at least once a year.