



XTRASPACE

INFORMATION MANUAL XTRASPACE PROPERTIES (PTY) LTD.

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Last Updated: July 2026

Content page

	Page
1. Introduction	1
2. Purpose of this manual	1
3. Contact details	1
4. Grounds for refusal of access to records	2
5. Remedies available when an institution refuses a request for information	3
6. Request procedure	3
7. Access to records held by XtraSpace	3
8. Fees	3
9. Decision	4
10. List of applicable legislation	4

1. Introduction

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person which is required for the exercise or protection of any rights.
- 1.2 Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released. The Act sets out the requisite procedural issues attached to such request.

2. Purpose of this manual

- 2.1 This manual is intended to foster a culture of transparency and accountability, in support of and to, promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 2.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.
- 2.3 Section 9 of the Act recognizes that such a right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
- Limitations aimed at the reasonable protection of privacy
 - Commercial confidentiality
 - Effective, efficient, and good governance
- and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 2.4 This manual has been drafted in accordance with the generic manual, which has been submitted to the Human Rights Commission by the Compliance Institute of South Africa

3. Contact details

- 3.1 The Information Officer: Robert Blom
Postal Address: P.O. Box 74, Rand Park Ridge 2156. Physical Address: 1
5 Thora Cres, Wynberg, Sandton, Johannesburg, 2146.
Telephone Number: 010 4486735 Email:
robert@xtraspace.co.za
- 3.2 Guide of South African Human Rights Commission
The South African Human Rights Commission has compiled, in each official language, a guide on how to use the Promotion of Access to Information Act 2 of 2000, which can be found on their website (www.sahrc.org.za). The guide will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:
The South African Human Rights Commission
PAIA Unit (The Research and Documentation Department) Private Bag
X2700, Houghton, 2041

Telephone Number: (011) 877 3600
Fax Number: (011) 403 0625
Website: sahrc.org.za Email:
PIAI@sahrc.org.za
- 3.3 Records of XtraSpace Properties
This clause serves as a reference to the records that XtraSpace Properties and hold. Information is classified and grouped according to records relating to the following subjects and categories:



The accessibility of the documents listed below may be subject to the grounds of refusal set out in section 4.

- 3.4.1 Personal records
- Personal records provided by personnel
 - Records provided by a third party relating to personnel
 - Conditions of employment and other personnel-related contractual and quasi-legal records
 - Internal evaluation records and other internal records
 - Correspondence relating to personnel
 - Training schedules and material
 - "Personnel" refers to any person who works for, or provides services to or on behalf of XtraSpace, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of XtraSpace. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers

- 342 Client-related records
- Records provided by a customer to a third party acting for or on behalf of XtraSpace
 - Records provided by a third party
 - Records generated by or within XtraSpace pertaining to its clients, including transactional records
 - A “client” refers to any natural or juristic entity that receives services from XtraSpace

- 343 Private body records
- Financial records
 - Operational records
 - Databases
 - Information Technology
 - Marketing records
 - Internal correspondence
 - Product records
 - Statutory records
 - Internal Policies and Procedures
 - Treasury-related records
 - Securities and Equities
 - Records held by officials of XtraSpace



These records include, but are not limited to, the records which pertain to XtraSpace's own affairs.

- 344 Other party records
- Personnel, client, or private body records which are held by another party, as opposed to the records held by XtraSpace itself
 - Records held by XtraSpace pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers. XtraSpace may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to XtraSpace.

4. Grounds for refusal of access to records

The main grounds for XtraSpace to refuse a request for information relates to the:

- 41 Mandatory protection of the privacy of a third party who is a natural person, who would involve the unreasonable disclosure of personal information of that natural person.
- 42 Mandatory protection of the commercial information of a third party, if the record contains:
- Trade secrets of that third party
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party
 - Information disclosed in confidence by a third party to XtraSpace, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition
- 43 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 44 Mandatory protection of the safety of individuals and the protection of property.
- 45 Mandatory protection of records which would be regarded as privileged in legal proceedings.
- 46 The commercial activities of XtraSpace, which may include:
- Trade secrets of XtraSpace
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of XtraSpace
 - Information which, if disclosed could put XtraSpace at a disadvantage in negotiations or commercial competition
 - A computer program which is owned by XtraSpace, and which is protected by copyright
- 47 The research information of XtraSpace or a third party, if its disclosure would disclose the identity of XtraSpace, the researcher or the subject matter of the research and would place the research at a serious disadvantage.



Requests for information that is clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

5. Remedies available when an institution refuses a request for information

5.1 Internal remedies

XtraSpace does not have internal appeal procedures. The decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

5.2 External remedies

A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief. Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

6. Request procedure

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

6.2 The requester must complete the prescribed form as found on the Department of Justice and Constitutional Development website ([link](#)). The completed form as well as payment of the request fee and a deposit, if applicable, must be sent to the Information Officer at the postal or physical address, or electronic mail as provided in section 3.

6.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify:

- The record or records requested
- The identity of the requester
- Where an agent is lodging the request, agent's identity, and proof of capacity
- Which form of access is required if the request is granted
- The postal address or fax number of the requester

6.4 The requester must state that he/she require the information to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

6.5 Xtraspace will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods cannot be complied with.

6.6 The requester will be informed whether access is granted or denied. If, in addition, the requester requires the reasons for the decision, he/she must state the manner and the particulars so required.

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

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

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

7. Access to records held XtraSpace

7.1 Records held by XtraSpace may be accessed by requests only once the prerequisite requirements for access have been met.

7.2 A requester is any person making a request for access to information which XtraSpace is in possession of. There are two types of requesters:

7.2.1 Personal requester

- A personal requester is a requester who is seeking access to a record containing personal information about the requester. XtraSpace will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

7.2.2 Other requester

- This requester is entitled to request access to information on third parties.
- Xtraspace is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

8. Fees

8.1 The Act provides for two types of fees, namely:

- A request fee, which will be a standard fee
- An access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs

8.2 When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any) before further processing of the request.

8.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer will notify the requester to pay a deposit for the prescribed portion of the access fee which would be payable if the request is granted.

8.4 The Information Officer will withhold a record until the requester has paid the required fees as provided in Regulation R187 ([link to Government Gazette](#)).

- 85 A requester whose request for access to a record has been granted, must pay an access fee for reproduction, search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure. This includes making arrangements to make it available in the requested form.
- 86 If a deposit has been paid in respect of a request for access, which is refused, the Information Officer, on behalf of XtraSpace must repay the deposit.

9. Decision

- 91 XtraSpace will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons, if required.
- 92 The 30-day period with which XtraSpace has to decide whether to grant or refuse the request, may be extended for a further period but not exceeding another 30 days, if the request is for vast amounts of information or the request requires a search for information held at another office of XtraSpace and the information cannot reasonably be obtained within the original 30-day period. XtraSpace will notify the requester in writing should an extension be required.