



Anton Louis Bredell T/A Mia Jewellers

# **PAIA MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

**DATE OF COMPILATION: 25/6/2026**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |  |
|-----|--------------------|--|
| 1.1 | <b>“CEO”</b>       | Chief Executive Officer  |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;  |
| 1.3 | <b>“IO“</b>        | Information Officer;   |
| 1.4 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;                     |
| 1.5 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000( as Amended); |
| 1.6 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.7 | <b>“Regulator”</b> | Information Regulator; and   |
| 1.8 | <b>“Republic”</b>  | Republic of South Africa   |

## 2. PURPOSE OF PAIA MANUAL

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 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 (ANTON LOUIS BREDELL T/A MIA JEWELLERS)**

#### **3.1. Information Officer**

Name: Anton Louis Bredell  
Tel: 0848760207  
Email: anton.mia@gmail.com  
Fax number: N/A

3.2. **Deputy Information Officer** No Deputy Information officer designated – requests may be directed to the Information officer)

3.3 Access to information general contacts

Email: [anton.mia@gmail.com](mailto:anton.mia@gmail.com)

3.4 **National or Head Office**

Postal Address: same as Physical address

Physical Address: By appointment only – Brackenfell, 7560

In order to safeguard personal privacy and mitigate security risks associated with residential-based and remote operations, this body processes all administrative requests electronically via e-mail. Physical documentation delivery or inspections are strictly managed by appointment only at a designated regional administrative location.

Telephone: 0848760207

Email: [anton.mia@gmail.com](mailto:anton.mia@gmail.com)

Website: [www.miajewellers.co.za](http://www.miajewellers.co.za)

#### **4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

4.1. The 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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 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<sup>3</sup>; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the 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-

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<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the 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 Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> 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<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.

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<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed; (b) any matter relating to the fees contemplated in sections 22 and 54; (c) any notice required by this Act; (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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 Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

In order to safeguard personal privacy and mitigate security risks associated with residential-based and remote operations, this body processes all administrative requests electronically via email. Physical documentation delivery or inspections are strictly managed by appointment only at a designated regional administrative location.

4.5.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).  
(all needed forms can also be accessed via this website)

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

4.6.1 in English and Afrikaans

**5. CATEGORIES OF RECORDS OF (Anton Louis Bredell T/A Mia Jewellers)  
WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of record	Available on website	Available upon request
Public business information	Business name, contact details, services and general website information	Yes	Yes
PAIA Manual	This PAIA Manual	Yes	Yes
Marketing / product information	Public product images, service descriptions and public-facing information	Yes	Yes

**6. DESCRIPTION OF THE RECORDS OF ANTON LOUIS BREDELL T/A MIA JEWELLERS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of records	Applicable legislation
PAIA Manual and access-to-information records	Promotion of Access to Information Act 2 of 2000
Personal information processing records	Protection of Personal Information Act 4 of 2013
Tax, accounting and financial records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991, where applicable
Consumer/client records	Consumer Protection Act 68 of 2008, where applicable
Electronic communication and website records	Electronic Communications and Transactions Act 25 of 2002

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ANTON BREDELL T/A MIA JEWELLERS**

Subjects on which the body holds records	Categories of records
Financial and tax records	Accounting records, invoices, quotes, receipts, bank records, tax records, asset records and supplier statements where applicable
Client and job records	Client enquiries, quotations, design instructions, invoices, proof of payment, repair records, valuation/insurance documents and correspondence where applicable.
Supplier and service provider records	Supplier agreements, contact details, invoices, statements, delivery records, payment records and correspondence where applicable.
Operational and compliance records	Signed contracts and agreements with clients or suppliers, permits and licences where applicable
Marketing and website records	Website content, social media content, advertising records, contact form submissions, reviews, analytics and public communications where applicable.

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

- To communicate with clients, prospective clients, suppliers and service providers.
- To provide jewellery, design, manufacture, repair, valuation, and related services.
- To prepare quotes, invoices, job records, payment records and delivery records.
- To comply with tax, accounting, legal, regulatory and contractual obligations.
- To manage marketing, website enquiries, social media communication and customer service.
- To protect the business, its clients, its records and legal rights.

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

Categories of data subjects	Personal information that may be processed
Customers / Clients	Names, contact details, addresses, job details, design preferences, item descriptions, payment information, correspondence and transaction history.
Prospective customers	Names, contact details, enquiry details, design preferences and correspondence.
Service providers / suppliers	Names, contact details, company registration details, VAT numbers, addresses, bank details, invoices, statements and correspondence.
Website users / social media users	Names, contact details, enquiry information, messages, analytics data, cookies and online identifiers where applicable.

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

Category of personal information	Recipients or categories of recipients
Client and transaction information	Accountants, bookkeepers, SARS, banks, payment processors, insurers, couriers, legal advisers and regulators where required.
Supplier and service provider information	Accountants, bookkeepers, SARS, banks, payment processors, legal advisers and regulators where required.
Website, email and communication information	Website hosts, email providers, cloud storage providers, IT service providers, analytics providers and social media platforms where required.

### 8.4 Planned transborder flows of personal information

Personal information may be stored or processed outside the Republic of South Africa through cloud-based services, email systems, website hosting, online payment services, analytics platforms, social media platforms and related software service providers used by the business. The exact country of storage may depend on the relevant service provider infrastructure.

### 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

- Access controls and password-protected business systems.
- Reasonable physical security over business premises and records.
- Use of reputable email, hosting, cloud and payment service providers.
- Antivirus, anti-malware and device security where applicable.
- Restricted access to client, supplier, financial and staff records.
- Secure disposal or deletion of records where no longer required, subject to legal retention obligations.
- Backups and recovery measures where reasonably practical.

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on the website of Mia Jewellers : [www.miajewellers.co.za](http://www.miajewellers.co.za)

9.1.2 at the head office of Anton Louis Bredell T/A Mia Jewellers for public inspection during normal business hours;

to safeguard personal privacy and mitigate security risks associated with residential-based operations, physical inspections are strictly managed by appointment only at a designated regional administrative location.

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

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

## 10. UPDATING OF THE MANUAL

The Information Officer of Anton Louis Bredell T/A Mia Jewellers will on a regular basis update this manual.

*Issued by*

A handwritten signature in black ink, appearing to read 'A. Bredell', is written over a horizontal line. The signature is cursive and includes a period at the end.

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Anton Louis Bredell  
Information Officer

Anton Louis Bredell T/A Mia Jewellers