

# **BELLBUOY (PTY) LIMITED**

**t/a THE BELLBUOY GROUP**

**2012/019786/07**

## **ACCESS TO INFORMATION MANUAL (PRIVATE BODY)**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF  
ACCESS TO INFORMATION ACT 2 OF 2000 (“PAIA”) AND  
PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013  
 (“POPIA”)**

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## Preamble

The promotion of Access to Information Act No. 2 of 2000 (“the Act”) came into operation on 23 November 2001. Section 51 of this Act requires that we, as a private body, compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

The Protection of Personal Information Act 4 of 2013 is South Africa’s primary data privacy and protection law, that came into operation on 01 July 2013. It regulates how private bodies handle personal information, empowering citizens by granting them control over their data and establishing the Information Regulator.

## Introduction to this Private Body

We, as a private body, have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights. Inside these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

BELLBUOY offers:

- Management and Administration of Sectional Title Schemes, Homeowners Associations, Share block Schemes, Retirement Villages / Life Right Schemes;
- Residential Rentals and Sales;
- Commercial Rentals and Sales

and is equipped to deal with all aspects involved in the management of communal properties.

BELLBUOY was formed initially in 1996 as a close corporation by two prominent local businessmen who saw the need for personalised yet efficient and professional management for property developments offering communal ownership as well as the affiliated aspects of rental collection and property sales. The close corporation was managed by a General Manager who in 2006 became a shareholder and member. On 3 February 2012 the close corporation was converted to a (Pty) Limited company.

BELLBUOY is well-gearred to deal with all the pre-planning necessary in establishing a new development, including calculation of initial levies and the like as well as phased requirements and other regulations peculiar to communal housing. A working knowledge of the various Acts involved is essential as well as ongoing monitoring of changes to relevant legislation.

BELLBUOY is managed by Joint Managing Directors. Well qualified teams ensure that the relevant divisions provide professional service to the company clients. The company enjoys excellent office facilities with boardrooms available for meetings. They constantly monitor and update their networking / computer systems as well as software to comply with current regulations and requirements. The web portal allows clients access to data relevant to their property which is updated daily.

BELLBUOY is a member of the Property Practitioners Regulatory Authority and the National Association of Managing Agents and adheres to the ethics and Codes of Conduct of these Associations. BELLBUOY is also registered with the Debt Collectors' Council as required by statute.

## Section A – Our details

Full name : Bellbuoy (Pty) Limited t/a The Bellbuoy Group

Registration number : 2012/019786/07

Registered Address : Erf 2931, 200 Norvic Drive, Greenacres, Port Elizabeth

Postal Address : P O Box 7660, Newton Park, 6055

Telephone number : 041 374 4444

Shareholders : Garry Shaun McWilliams  
Shannon-Lee Moore-Barnes  
Ryan Moore-Barnes  
Chantel Van Heerden

Directors : Garry Shaun McWilliams  
Shannon-Lee Moore-Barnes  
Chantel Van Heerden

Public Officer : Chantal Coetzee

Designated Information Officer : Chantal Coetzee

Registered Information Officer : Chantal Coetzee

e-mail address of Information Officer : [fm@bellbuoy.co.za](mailto:fm@bellbuoy.co.za)

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

## Section B – The official guide

The Information Regulator has compiled a Guide in each official language containing information to assist persons wishing to exercise rights under PAIA. The Guide is available from:

### The Information Regulator (South Africa)

JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

P.O Box 31533  
Braamfontein  
Johannesburg  
2017

Telephone: 010 023 5200

Email: [PAIACompliance@infoeregulator.org.za](mailto:PAIACompliance@infoeregulator.org.za)

Website: <https://infoeregulator.org.za>

# Section C – Information available in terms of the Act

Records held by Bellbuoy, includes; Corporate records, Financial records, Tax records, Employee records, Client and scheme records, Contracts and agreements, Property management records, IT records, Marketing records and Insurance records.

## 1. Categories of data subjects

- a. Employees
- b. Clients
- c. Trustees and Directors of managed schemes
- d. Owners/Tenants
- e. Prospective employees
- f. Service providers
- g. Contractors

## 2. Categories of personal information processed

- a. Names
- b. Identity numbers
- c. Contact details
- d. Income tax details
- e. Employment records
- f. Financial information
- g. Banking details
- h. Property ownership information
- i. Levy account information
- j. FICA documentation

## 3. Categories of recipients

- a. CSOS
- b. SARS
- c. CIPC
- d. Debt Collectors
- e. Attorneys
- f. Auditors
- g. Insurance brokers
- h. Banking institutions

#### **4. Cross-border transfers**

Bellbuoy will only transfer personal information outside the Republic of South Africa where such transfer is permitted under the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). Where personal information is transferred internationally, the Company will ensure that adequate safeguards are in place to protect the information and that the recipient is subject

to laws, binding corporate rules, or contractual obligations that provide an adequate level of protection, or that another lawful basis for the transfer exists in terms of section 72 of POPIA.

#### **5. Security safeguards**

Password protected systems, antivirus software, firewalls, role-based access controls, employee confidentiality agreements and secure destruction of records are implemented.

#### **6. Request Procedure**

Requests must be made using the prescribed Form 2 under PAIA Regulations 2021 and submitted to the Information Officer.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you requested is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

## Section D – Information available in terms of other legislation

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Debt Collectors' Act No. 114 of 1998
- Employment Equity Act No. 55 of 1998
- Property Practitioners Act No. 22 of 2019
- Financial Intelligence Centre Act No. 38 of 2001
- Housing Development Schemes for Retired Persons Act No. 65 of 1988
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Rental Act No. 50 of 1999
- Sectional Titles' Act No. 95 of 1986
- Sectional Titles Scheme Management Act 8 of 2011
- Community Scheme Ombud Service Act 9 of 2011
- Share Blocks Control Act No. 59 of 1980
- Skills Development Act No. 9 of 1999
- Transfer Duty Act No. 40 of 1949
- Unemployment Insurance Act No. 63 of 2001
- Value-added Tax Act No. 89 of 1991

## Section E – Information automatically available

Records from the CIPC and those displayed on Bellbuoy's website are automatically available for inspection, purchase or photocopying. In other words, you do not need to request this information in terms of the Promotion of Access to Information Act.

## Section F – General

THIS MANUAL IS AVAILABLE AT BELLBUOY OFFICES ON [WWW.BELLBUOY.CO.ZA](http://WWW.BELLBUOY.CO.ZA) AND UPON REQUEST FROM THE INFORMATION OFFICER

Submitted by the duly appointed and registered Information Officer who consents to the display of their information within this manual.

Signature Information Officer:

  
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**CHANTAL COETZEE**

**Date:** 26 June 2026  
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