

Zaxara

PAIA Manual

Section 51 Manual prepared in accordance With The Promotion of Access to Information Act No. 2 of 2000

VERSION 1.1 / JULY 2026

ENQUIRIES: MD SIFAT / FOUNDER & CHIEF EXECUTIVE OFFICER / ZAXARA

ITZMESIFAT1@GMAIL.COM

SIFAT TRADING (PTY) LTD TRADING AS ZAXARA

SOUTH AFRICA REG. NO. 2024/652530/07

The Promotion of Access to Information Act (PAIA) gives effect to the constitutional right of access to information held by the State and held by a public or private body which is required for the exercise or protection of any rights. Sifat Trading (Pty) Ltd, trading as Zaxara, is a company in terms of the company laws of the Republic of South Africa and meets the definition of a “private body” in section 1 in that it is an existing juristic person. In terms of section 51, PAIA requires private bodies to compile manuals that provide information on both the types and categories of records held by such private bodies, including the grounds for refusal of access to records.

PLEASE READ THIS PAIA MANUAL CAREFULLY IN ORDER TO UNDERSTAND HOW THE ACT FACILITATES REQUESTS FOR ACCESS TO INFORMATION HELD BY ZAXARA AND HOW YOU (REQUESTER) MAY ACCESS SUCH RECORDS. ZAXARA MAY AMEND THIS MANUAL AT ANY TIME. ALL AMENDED TERMS SHALL BE EFFECTIVE AUTOMATICALLY AND IMMEDIATELY UPON THE POSTING OF THE REVISED PAIA MANUAL ON THE WEBSITE.

This PAIA Manual was last revised on July 2026. You are advised to regularly check the website www.zaxara.co.za for any amendments or updates to the Manual.

1. Contact details for Zaxara [Section 51 (1) (a)]

1.1 The main business of Zaxara is providing WhatsApp AI automation and lead capture systems to estate agents and property principals in South Africa.

1.2 The Founder and Chief Executive Officer of Zaxara is:

CEO:	Md Sifat
Physical Address:	41 Morningside, Ndabeni, Cape Town, 7405
Postal Address:	41 Morningside, Ndabeni, Cape Town, 7405
Telephone Number:	0772841273
Email address:	itzmesifat1@gmail.com

1.3 The Chief Executive Officer has duly appointed the person below as the Information Officer to ensure that the requirements of the Act are administered in a fair, objective, and unbiased manner:

Information Officer:	Md Sifat
Position:	Founder & Chief Executive Officer
Physical Address:	41 Morningside, Ndabeni, Cape Town, 7405
Postal Address:	41 Morningside, Ndabeni, Cape Town, 7405
Telephone Number:	0772841273
Email address:	itzmesifat1@gmail.com
Business Email:	hello@zaxara.co.za

2. PAIA Guide as per section 10 [Section 51 (1) (b)]

2.1 Section 10 of PAIA requires the Human Rights Commission to publish a guide containing the following information:

- The objects of the Act;
- The contact details of the information and deputy information officers of public and private bodies;
- The manner and form of a request for access to a record held by a public or private body;
- The assistance available from an information officer of a public or private body and the Human Rights Commission in terms of this Act;
- The requirement of a public or private body to compile a manual on how to obtain access to records;

- The requirement of a public or private body to provide for the voluntary disclosure of categories of records;
- A list of prescribed fees to be paid in respect of requests for access;
- Remedies in law available for failures to grant requests for access; and
- Any regulations made by the Minister in terms of this Act.

2.2 If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission (SAHRC). They have a guide in each of the official languages of South Africa on how to exercise any right under PAIA. Please direct any queries to:

The South African Human Rights Commission

PAIA Unit

Braampark Forum III, Hoofd Street, Braamfontein, Johannesburg, 2001

Postal address: Private Bag X2700, Houghton, 2041

Telephone: +27 11 877 3600

Website: www.sahrc.org.za

Fax: +27 11 403 0668

3. Records available in terms of any other legislation [Section 51 (1) (d)]

3.1 Records that are automatically available to the public are all records of Zaxara lodged in terms of regulatory, legal, industry, and government requirements.

3.2 Records are kept in accordance with legislation applicable to Zaxara, which includes but is not limited to the legislation listed below.

3.3 The records kept in accordance with the said legislation are not freely available to any requester but only to those specifically entitled to such records in terms of the below-listed legislation.

3.4 Should a requester wish to access any of the records that apply to these statutes, a request must be made in accordance with the procedure set out in clause 5 below.

3.5 Each request will be evaluated in accordance with the provisions and requirements set out in the Act and the applicable legislation:

- Income Tax Act No. 58 of 1962
- Value-Added Tax Act No. 89 of 1991
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Labour Relations Act No. 66 of 1995
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Occupational Health and Safety Act No. 85 of 1993
- Electronic Communications and Transactions Act No. 25 of 2002
- Consumer Protection Act No. 68 of 2008
- Companies Act No. 71 of 2008
- Protection of Personal Information Act No. 4 of 2013
- National Credit Act No. 34 of 2005
- Trade Marks Act No. 194 of 1993
- Arbitration Act No. 42 of 1965
- Property Practitioners Act No. 22 of 2019

4. Access to the records held by Zaxara [Section 51 (1) (c)]

4.1 The following records are available without a person having to request access in terms of the Act:

Company Secretarial Records

- Memorandum of Incorporation;
- CIPC registration documents;
- Resolutions and minutes;
- Share Certificates.

Client Records

- Service agreements and proposals;
- Client onboarding forms;
- WhatsApp automation configuration records;
- Client correspondence.

Financial Records

- Financial statements;
- Banking details and bank accounts;
- Invoices and payment records;
- General ledgers.

Internal and Operational Records

- System configuration and automation workflow documentation;
- Third-party platform access records;
- Contracts and agreements;
- IT security and incident records.

Intellectual Property

- Trade marks;
- Copyright in automation flows and scripts;
- Know-how and proprietary methodology.

POPIA Compliance Records

- Processing activity records;
- Data subject request logs;
- Data breach notification records;
- Consent records.

Regulatory Records

- Permits, licences, and registrations;
- Correspondence with the Information Regulator.

5. Request for access to a record [Section 51 (1) (e)]

5.1 The requester must use the prescribed form to request access to a record. Please see Annexure 2 attached to this document. This request must be made to the Information Officer. This request must be made to the address, telephone number, or electronic mail address of Zaxara.

5.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester.

5.3 The requester should also indicate which form of access is required.

5.4 The requester should also indicate if any other manner is to be used to inform the requester of the decision, in addition to a written reply. The requester must state what this manner should be and provide the necessary particulars to be so informed.

5.5 The requester must identify the right that is sought to be exercised or protected, and provide an explanation of why the requested record is required for the exercise or protection of that right.

5.6 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 satisfaction of the Information Officer.

5.7 In the event that Zaxara refuses to give the requester access to requested records, the requester may lodge an application with a court of law for Zaxara to be ordered to give the requester access to the requested records.

5.8 If the court orders Zaxara to grant the requester access to the requested records, the requester must pay a further access fee for the reproduction, search, preparation, and time taken to provide the records, in excess of the prescribed hours to search for and prepare the record for disclosure.

6. Fees [Section 51 (1) (e)]

6.1 The fees are set out in Annexure 1 and have been prescribed in the Regulations promulgated in terms of the Act.

6.2 The fees must be paid by the requester before Zaxara's Information Officer can make any requested records available to the requester. Payment can be made to:

Account Name:	Sifat Trading (Pty) Ltd t/a Zaxara
Bank:	Nedbank
Branch Code:	198765

Account Number: 1338819550

6.3 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.

6.4 The Information Officer must, by notice, require the requester (other than a personal requester) to pay the prescribed fees, if any, before further processing the request.

6.5 The requester may lodge an application to the court against the tender or payment of the request fee.

6.6 After the Information Officer has made a decision on the request, the requester must be notified in the required form.

7. Other Information as may be prescribed [Section 51 (1) (f)]

7.1 No information has been prescribed.

8. Refusal of request for access [Chapter 4]

8.1 The Information Officer shall refuse a request for information or a record if that information or record relates to the following:

- a)** mandatory protection of the privacy of a third party who is a natural person, which involves the unreasonable disclosure of personal information of that natural person;
- b)** mandatory protection of the commercial information of a third party, including trade secrets, financial or commercial information, or information supplied in confidence that could put a third party at a disadvantage in negotiations or commercial competition;
- c)** mandatory protection of confidential information of third parties if protected in terms of any agreement;
- d)** mandatory protection of the safety of individuals and the protection of property;
- e)** mandatory protection of records which would be regarded as privileged in legal proceedings;
- f)** commercial information of Zaxara, including trade secrets, proprietary automation methodology, or information which could place Zaxara at a disadvantage in negotiations or commercial competition;
- g)** mandatory protection of research or development information where disclosure would place Zaxara or a third party at a serious disadvantage; and
- h)** requests for information that are frivolous or vexatious.

9. Accessibility of the Manual

9.1 This Manual can be accessed on the website www.zaxara.co.za. You can also obtain a copy by email from the Information Officer, and a copy of the Manual may be obtained from the South African Human Rights Commission.

. Annexure 1: Fees in respect of private bodies

DESCRIPTION	RAND
The fee for a copy of the manual as contemplated in regulation 9(2)(c) — for every photocopy of an A4-size page or part thereof.	R 1.10
For every photocopy of an A4-size page or part thereof (reproduction fee).	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.	R 0.75
For a copy in a computer-readable form (USB / compact disc).	R 70.00
For a transcription of visual images, for an A4-size page or part thereof.	R 40.00
For a copy of visual images.	R 60.00
For a transcription of an audio record, for an A4-size page or part thereof.	R 20.00
For a copy of an audio record.	R 30.00
The request fee payable by a requester, other than a personal requester.	R 50.00
To search for and prepare the record for disclosure, per hour or part of an hour reasonably required.	R 30.00

- (a)** Six hours are the hours to be exceeded before a deposit is payable.
- (b)** One third of the access fee is payable as a deposit by the requester.
- (c)** The actual postage is payable when a copy of a record must be posted to a requester.

. Annexure 2: Request for access to records of a private body

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY (Section 53(1) of the Promotion of Access to Information Act, 2000) (Act No. 2 of 2000) [Regulation 10]

A. Particulars of Zaxara

This annexure must accompany the cover letter addressed to the relevant Information Officer.

The Information Officer for Zaxara:

Attention: Md Sifat
Telephone: 0772841273
Email address: itzmesifat1@gmail.com

B. Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the record must be given below. (b) The address and/or telephone number in the Republic to which the information is to be sent must be given. (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail address: _____

Capacity in which the request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if known, to enable the record to be located. (b) If the space provided is inadequate, continue on a separate folio and attach it to this form. The requester must sign all additional folios.

Description of record: _____

Reference number, if available: _____

Further particulars: _____

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid. (b) You will be notified of the amount required. (c) The fee depends on the form of access required. (d) If you qualify for exemption, please state the reason.

Reason for exemption from fees: _____

F. Form of access to record

If you are prevented by a disability from reading, viewing, or listening to the record in the standard form of access, please state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required: _____

Mark the appropriate box with an X.

- If the record is in written or printed form: ☐ copy of record ☐ inspection of record
- If the record consists of visual images: ☐ view the images ☐ copy of images ☐ transcription of images
- If the record consists of recorded sound: ☐ listen to soundtrack ☐ transcription of soundtrack
- If the record is held electronically: ☐ printed copy ☐ printed copy of derived information ☐ copy in computer-readable form
- Should the copy or transcription be posted to you? Postage is payable.
☐ Yes ☐ No

G. Particulars of right to be exercised or protected

If the space provided is inadequate, continue on a separate folio and attach it to this form. The requester must sign all additional folios.

Indicate which right is to be exercised or protected: _____

Explain why the record is required for the exercise or protection of that right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved or denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

Signed at:

On this day of:

20:

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

Full Name of Organisation	Sifat Trading (Pty) Ltd trading as Zaxara
Legal Status	Private Company incorporated in terms of the Companies Act
Registration Number	2024/652530/07
Place of Registration	South Africa
Director	Md Sifat
Physical Address	41 Morningside, Ndabeni, Cape Town, 7405
Postal Address	41 Morningside, Ndabeni, Cape Town, 7405
Telephone Number	0772841273
E-mail address	hello@zaxara.co.za
Website Address	www.zaxara.co.za
Membership to self-regulatory and/or accreditation bodies	N/A
Description of products and services offered	WhatsApp AI automation, lead capture systems, workflow automation, and multi-agent routing for South African estate agents and property principals.
Codes of Conduct applicable to Zaxara	N/A
Privacy Policy	www.zaxara.co.za/privacy-policy