

J. DE. VOS



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# EIKEHOF

A BOUTIQUE LIFESTYLE FARM

## PAIA MANUAL

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

**East Main Trading (Pty) Ltd**  
t/a Eikehof Farm

**Date of Compilation:** 01 October 2021

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# 1. LIST OF ACRONYMS AND ABBREVIATIONS

<b>Acronym</b>	<b>Meaning</b>
CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act No. 2 of 2000
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator (South Africa)

## 2. PURPOSE OF PAIA MANUAL

This manual serves to:

- Provide a description of the records held by Eikehof Farm
- Outline the process for requesting access to records
- Provide contact details for the Information Officer
- Explain how personal information is processed in accordance with POPIA

# 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

## 3.1 Information Officer

<b>Name</b>	<b>Mark Jarvis (Managing Director)</b>
Tel	+27 71 371 2816
Email	admin@eikehof.co.za

## 3.2 Deputy Information Officer

<b>Name</b>	<b>Micah Thornton</b>
Tel	+27 71 371 2816
Email	micah@eikehof.co.za

## 3.3 General Contact Details

| Email | admin@eikehof.co.za |

## 3.4 Head Office

<b>Type</b>	<b>Details</b>
Physical Address	Eikehof Farm, Olifantsberg Road, Worcester, WC, 6858
Postal Address	Eikehof Farm, Olifantsberg Road, Worcester, WC, 6858
Telephone	+27 71 371 2816
Website	<a href="https://www.eikehof.co.za">https://www.eikehof.co.za</a>

## 4. GUIDE ON HOW TO USE PAIA

A guide to PAIA is available from the Information Regulator.

Access Method	Details
Website	<a href="https://www.justice.gov.za/infoereg/">https://www.justice.gov.za/infoereg/</a>
Request	Available via the Information Officer

## 5. CATEGORIES OF RECORDS AVAILABLE WITHOUT REQUEST

Category of Records	Types of Records	Available on Website	Available on Request
Public Information	Website content, marketing material	Yes	Yes
Policies	Privacy Policy, Terms & Conditions	Yes	Yes
General Information	Public-facing documents	Yes	Yes

## 6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Category of Records	Applicable Legislation
Company Records	Companies Act 71 of 2008
Tax Records	Income Tax Act
Employment Records	Labour Relations Act, BCEA
PAIA Manual	PAIA Act 2 of 2000

## 7. SUBJECTS AND CATEGORIES OF RECORDS HELD

Subjects	Categories of Records
Operations	Booking records, guest information
Finance	Invoices, financial statements
Human Resources	Employee records, contracts
Suppliers	Agreements, service records
Marketing	Website content, media, campaigns

# 8. PROCESSING OF PERSONAL INFORMATION

## 8.1 Purpose of Processing

- Managing bookings and guest stays
- Communication with guests
- Operational and administrative purposes

## 8.2 Categories of Data Subjects and Information

Data Subjects	Personal Information
Guests	Name, contact details, booking information
Employees	Personal details, employment records
Suppliers	Contact details, agreements

## 8.3 Recipients of Personal Information

Information Type	Recipients
Booking Information	Payment processors
Identity & Contact Data	Service providers
Compliance Data	Regulatory authorities

## 8.4 Transborder Information Flows

Personal information may be stored using secure cloud-based systems, which may be located outside South Africa.

## 8.5 Security Measures

Eikehof Farm implements appropriate technical and organisational measures to ensure:

- Confidentiality
- Integrity
- Availability of personal information

## 9. AVAILABILITY OF THE MANUAL

This manual is available:

- On the website: <https://www.eikehof.co.za>
- At the farm for public inspection
- Upon request from the Information Officer
- From the Information Regulator

A reasonable fee may be charged for printed copies.

## 10. UPDATING OF THE MANUAL

This manual will be reviewed and updated periodically.

**Issued By**

**Micah Thornton**  
Deputy Information Officer