

PAIA MANUAL

Promotion of Access to Information Act – Act 2 of 2000
Section 51 Manual – Private Body

Company Name	J&I Holdings CC t/a Tetris Movers
Registration No.	2008/039535/23
Members	J&I Maree
Information Officer	Ilse Maree
Deputy Info. Officer	Ilse Maree
Email Address	info@tetrismovers.co.za
Telephone	0834541282 / 083 559 6000
Physical Address	10 Dirkie Uys Street, Sandbaai, Hermanus, 7200
Postal Address	10 Dirkie Uys Street, Sandbaai, Hermanus, 7200
Date of Manual	May 2026
Next Review Date	May 2027

1. Introduction and Purpose of This Manual

This manual is compiled in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”) and is intended to foster a culture of transparency and accountability in J&I Holdings CC t/a Tetris Movers (“Tetris Movers” or “the Company”).

The purpose of PAIA is to give effect to the constitutional right of access to information held by private and public bodies, where that information is required for the exercise or protection of any right. This manual explains how members of the public may request access to records held by Tetris Movers.

2. South African Human Rights Commission (SAHRC)

The South African Human Rights Commission (“SAHRC”) is responsible for the promotion and enforcement of PAIA. The SAHRC has published a guide on how to use PAIA, which is available free of charge. Contact details for the SAHRC are as follows:

Name	South African Human Rights Commission
Website	www.sahrc.org.za
Email	PAIA@sahrc.org.za
Telephone	+27 (0)11 877 3600
Address	33 Hoofd Street, Braampark Forum 3, Johannesburg, 2001

3. Information Officer

In terms of section 51(1)(a) of PAIA, Tetris Movers designates the following person as its Information Officer, who is responsible for receiving and processing all requests for access to records:

Information Officer	Ilse Maree
Capacity	Member – J&I Holdings CC
Email Address	info@tetrismovers.co.za
Telephone	083 454 1282 / 083 559 6000
Postal Address	10 Dirkie Uys Street, Sandbaai, Hermanus, 7200

All requests for access to records must be directed to the Information Officer at the contact details above. The Information Officer may designate a Deputy Information Officer to assist in this function.

4. Records Held by Tetris Movers

Tetris Movers holds the following categories of records in the ordinary course of its business as a furniture removal and relocation service provider:

4.1 Client Records

- Client booking and quotation records
- Signed Terms of Business and POPIA consent documents
- Client contact details, identity numbers, and addresses
- Move inventory lists and pre-move photographs
- Payment records and invoices
- WhatsApp and email correspondence relating to bookings

4.2 Financial Records

- Bank statements and payment records
- Tax invoices and receipts
- SARS filing records and VAT records (if applicable)

4.3 Operational Records

- Subcontractor agreements and records
- Vehicle and equipment records
- Insurance policies and claims records

4.4 Human Resources Records

- Employee personal information and employment contracts
- Staff scheduling and attendance records
- UIF and SARS PAYE records

4.5 Statutory Records

- Company registration documents (CIPC)
- POPIA Privacy Policy and this PAIA Manual
- Any other records required to be kept by law

5. How to Request Access to Records

5.1 Who May Submit a Request

Any person (a “requester”) who wishes to exercise or protect a right may submit a request to access records held by Tetris Movers, in accordance with section 53 of PAIA.

5.2 How to Submit a Request

All requests must be submitted in writing using the prescribed Form C, which is available from the SAHRC website (www.sahrc.org.za) or on request from our Information Officer. The completed form must be submitted to the Information Officer by:

- Email to: info@tetrismovers.co.za
- Post to: 10 Dirkie Uys Street, Sandbaai, Hermanus, 7200

5.3 What Your Request Must Include

In terms of section 53(2) of PAIA, your written request must include:

- a) Your full name and contact details.
- b) A description of the record(s) you are requesting access to.
- c) The form in which you wish to access the record (e.g., copy, inspection).
- d) The right you are seeking to exercise or protect, and why the record is required for that purpose.
- e) If you are requesting access on behalf of another person, proof of your authority to do so.

5.4 Request Fee

A non-refundable request fee may be charged in accordance with the prescribed fees set out in the PAIA Regulations. The current prescribed request fee is R50.00. This fee must be paid before the request is processed. Proof of payment must accompany your request.

Note: No request fee is payable by a requester who is seeking access to records that concern their own personal information.

5.5 Response Timeframe

Tetris Movers will respond to your request within 30 (thirty) days of receipt of the completed request form and payment of the prescribed fee, in accordance with section 57 of PAIA. This period may be extended by a further 30 days in exceptional circumstances, with written notice to the requester.

6. Grounds for Refusal of Access

Access to records may be refused on the grounds set out in sections 63 to 69 of PAIA, including but not limited to:

- Protection of the privacy of a third party, including personal information as contemplated under POPIA.
- Protection of commercial information of a third party (e.g., trade secrets or financial information).
- Protection of confidential information supplied in confidence by a third party.
- Protection of the safety of individuals.
- Records that are privileged from production in legal proceedings.
- Records the disclosure of which would be manifestly frivolous or vexatious, or would involve an unreasonable diversion of resources.

If a request is refused, the requester will be notified in writing with reasons for the refusal and their right to appeal or apply to court.

7. Remedies Available to a Requester

If you are dissatisfied with the decision of the Information Officer regarding your request, you have the following remedies available to you:

- a) Internal appeal: You may submit an internal appeal to the relevant authority within Tetris Movers within 60 (sixty) days of being notified of the decision.
- b) Application to court: If your internal appeal is unsuccessful, or if Tetris Movers fails to respond within the required timeframe, you may apply to the High Court for relief in terms of section 78 of PAIA.

- c) Complaint to the Information Regulator: You may lodge a complaint with the Information Regulator of South Africa if you believe your rights under PAIA or POPIA have been infringed.

8. Availability of This Manual

This manual is available in the following ways:

- On request from the Information Officer free of charge.
- On the Tetris Movers website (if applicable): www.tetris movers.co.za
- At the registered office of Tetris Movers during normal business hours – by appointment.

A copy of this manual must be submitted to the SAHRC. Tetris Movers undertakes to review and update this manual at least once per year, or whenever there is a material change to the records held or the applicable legislation.

9. Relationship to POPIA

This PAIA Manual must be read together with the Tetris Movers Privacy Policy, which governs the processing of personal information in compliance with the Protection of Personal Information Act 4 of 2013 (“POPIA”). The Privacy Policy is available on request from the Information Officer.

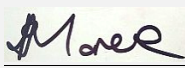
Requests for access to personal information held by Tetris Movers about the requester themselves should be submitted as described in section 5 above and will be processed in accordance with both PAIA and POPIA.

10. Contact Details Summary

Information Officer	Ilse Maree
Company	J&I Holdings CC t/a Tetris Movers
Registration No.	2008/039535/23
Email	info@tetris movers.co.za
Telephone	0834541282 / 0835596000
Physical Address	10 Dirkie Uys Street, Sandbaai, Hermanus 7200
Postal Address	10 Dirkie Uys Street, Sandbaai, Hermanus 7200
SAHRC Website	www.sahrc.org.za
Info. Regulator	www.inforegulator.org.za

Declaration by Information Officer

I, Ilse Maree, in my capacity as Information Officer of J&I Holdings CC t/a Tetris Movers, hereby confirm that this PAIA Manual has been compiled in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, and that the information contained herein is accurate and complete to the best of my knowledge.

Signed: 

Name: Ilse Maree

Date: 22 MAY 2026