



OPIA STAYS

PAIA Manual

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

Legal entity: Opia Investments (Pty) Ltd

Trading name: Opia Stays

Company registration: 2017/399730/07

Information Regulator registration: 2026-062488

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PUBLIC ACCESS DOCUMENT

Document control

Field	Details
Document owner	Calvin Rodney Branson, Managing Director and Information Officer
Approved for issue	20 July 2026
Current version	1.0
Review cycle	At least annually, and when material legal, operational or contact details change
Next scheduled review	July 2027
Public availability	opia.co.za, by email request, and at the business address during reasonable hours by prior arrangement

Status of this manual

This is the current section 51 PAIA Manual of Opia Investments (Pty) Ltd, trading as Opia Stays. It should be read together with the website privacy notice and the current forms and guidance published by the Information Regulator.

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1. Acronyms and abbreviations

Term	Meaning
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa
Opia	Opia Investments (Pty) Ltd, trading as Opia Stays

2. Purpose of this manual

This manual is prepared in accordance with section 51 of PAIA. It assists members of the public to understand:

- which records Opia holds and which records are available without a formal PAIA request;
- how to submit a request for access to a record required for the exercise or protection of a right;
- the contact details of Opia's Information Officer;
- where to obtain the Regulator's PAIA Guide and prescribed forms;
- the categories of personal information processed by Opia, why it is processed and who may receive it;
- whether personal information may be processed outside South Africa; and
- the general safeguards used to protect personal information.

A requester must comply with PAIA's procedural requirements. Access may be refused only on a ground permitted by PAIA, including where disclosure would unlawfully affect another person's privacy, confidential information, safety or legally protected interests.

3. Key contact details

3.1 Information Officer

Contact field	Details
Name	Calvin Rodney Branson
Designation	Managing Director and Information Officer
Information Regulator registration	2026-062488
Email for PAIA and privacy requests	calvin@opia.co.za
Telephone / WhatsApp	+27 76 478 3237

No Deputy Information Officer is currently designated. Requests are handled directly by the Information Officer.

3.2 General and business contact

Contact field	Details
Legal entity	Opia Investments (Pty) Ltd
Trading name	Opia Stays
Company registration	2017/399730/07
Physical and postal address	27 Somerset Road, Green Point, Cape Town, 8005
General email	bookings@opia.co.za
Website	https://opia.co.za

Electronic requests are preferred

Email PAIA and privacy requests to calvin@opia.co.za. This provides a dated record and allows Opia to confirm receipt, request identity verification where necessary and respond securely.

4. PAIA Guide and how to request access

4.1 The Regulator's PAIA Guide

The Information Regulator has published a Guide explaining how to use PAIA, the rights available to requesters, applicable forms and fees, remedies and the role of Information Officers. The Guide and current forms are available from the Regulator.

Guide and PAIA resources: <https://inforegulator.org.za/paia/>

Prescribed PAIA forms: <https://inforegulator.org.za/paia-forms/>

The Guide may also be inspected at the Regulator's offices during normal working hours, subject to the Regulator's current arrangements.

Information Regulator contact	Details
Postal address	P.O. Box 31 533, Braamfontein, Johannesburg, 2017
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg
Telephone	010 023 5200
General email	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

4.2 How to submit a PAIA request to Opia

1. Complete the current prescribed Form 2 (Request for Access to Record), available from the Regulator's PAIA forms page.
2. Describe the requested record with enough detail for Opia to identify it.
3. Identify the right you seek to exercise or protect and explain why the requested record is required for that purpose, as PAIA requires for requests to a private body.
4. State the preferred form of access and provide reliable contact details.

5. Email the signed request and any supporting information to calvin@opia.co.za. Do not send unnecessary identity documents; Opia will request proportionate verification if it is needed.
6. Pay any prescribed request or access fee only if lawfully requested. Opia will provide written instructions before any payment is due.

Opia will respond within the period required by PAIA, ordinarily 30 days, subject to any lawful extension. The response will state whether access is granted, any applicable fee, the form of access, or the legal ground for refusal.

Privacy requests under POPIA

A request to access or correct personal information may also be made under POPIA. Opia may verify the requester's identity and authority before releasing, correcting or deleting information.

5. Records available without a formal request

The following records are ordinarily available without a formal PAIA request, subject to copyright, security, privacy and the continued accuracy of the record:

Record category	How to access
This PAIA Manual	Available on opia.co.za and by email request
Website privacy notice	Available on opia.co.za/privacy
Direct-booking terms summary	Available on opia.co.za/booking-terms
Public property descriptions, amenities and images	Available on opia.co.za and linked public booking-platform listings
Company name, registration number and public contact details	Available in the website footer and this manual
Information Officer registration certificate	Available for inspection or verification on reasonable request, subject to redaction of non-public information

This list is not a notice of automatic availability under section 52 of PAIA unless formally published as such. Opia may require a formal request where a record contains confidential, personal or third-party information.

6. Records available under other legislation

Where applicable to Opia's activities and to the particular record, records may be available or retained under legislation including:

Legislation	Examples of relevant records
Companies Act 71 of 2008	Company incorporation, governance, accounting and statutory records
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax, accounting and supporting transaction records
Value-Added Tax Act 89 of 1991, where applicable	VAT records and tax invoices
Consumer Protection Act 68 of 2008	Guest terms, transaction and complaint records
Electronic Communications and Transactions Act 25 of 2002	Electronic communications and transaction records
PAIA 2 of 2000	PAIA Manual and access-request records
POPIA 4 of 2013	Privacy notices, data-subject requests, operator and security records

Legislation	Examples of relevant records
Basic Conditions of Employment Act 75 of 1997 and related labour laws, where applicable	Employment, payroll and workplace records

Inclusion in this table does not mean that every listed statute applies to every Opia activity or that every record is automatically available. Access remains subject to the relevant legislation and lawful grounds for withholding information.

7. Subjects and categories of records

Opia may hold the following records in the ordinary course of operating short-term and longer-stay accommodation. A category's inclusion does not mean that every record is held or that access will necessarily be granted.

Subject	Categories of records
Corporate and governance	Incorporation records; registers; resolutions; statutory filings; policies; licences and registrations
Guests and booking enquiries	Enquiries; contact details; dates and guest counts; quotes; invoices; leases; booking terms; correspondence; check-in records; complaints and support records
Accommodation operations	Property information; availability and calendar records; house rules; access arrangements; maintenance, cleaning and incident records
Property and asset records	Ownership, lease, body corporate, insurance, inventory, maintenance and service records
Finance and tax	Banking, accounting, payments, receipts, reconciliations, tax and supporting transaction records
Suppliers and operators	Supplier details; service agreements; invoices; instructions; access records; confidentiality and data-protection terms where applicable
Website, communications and marketing	Website content; consent records; analytics; social and booking-platform content; correspondence and public reviews
Legal, privacy and compliance	Contracts; legal correspondence; PAIA Manual; privacy notices; requests; regulator correspondence; compliance and security records
Personnel and contractors, where applicable	Applications; contracts; payroll; attendance; training; performance, disciplinary and statutory records

8. Processing of personal information

8.1 Purposes of processing

Opia processes personal information only where there is a lawful basis and for purposes connected with its accommodation and business activities. These purposes may include:

- responding to enquiries and confirming availability;
- preparing quotes, invoices, leases and booking terms;
- processing and reconciling payments;
- coordinating guest identity, access, check-in, support and property security;
- providing accommodation and handling requests, complaints or incidents;
- maintaining accounting, tax, legal, insurance and operational records;
- managing suppliers, contractors, booking platforms and technology providers;

- protecting guests, properties, systems and Opia's legitimate interests;
- complying with legal, regulatory and contractual obligations; and
- understanding website use through consent-based analytics.

8.2 Categories of data subjects and personal information

Data subject	Categories of personal information
Guests and enquirers	Name; contact details; preferred property; travel dates; guest count; messages; booking and payment references; correspondence; access and stay information; complaints or incident information
Website visitors	Consent choice; IP and device/browser information; approximate location; page views and selected enquiry actions where analytics consent is given
Suppliers, contractors and local support teams	Contact and identity details; role; company details; agreements; access instructions; invoices; bank and tax information; service and correspondence records
Company representatives, owners, advisers and regulators	Identity and contact details; position or authority; correspondence; statutory, legal and professional records
Employees and applicants, where applicable	Identity and contact details; employment history; qualifications; payroll, tax and banking information; performance, leave and statutory information

8.3 Recipients or categories of recipients

Personal information may be disclosed only where reasonably necessary and lawful, including to:

- the guest or requester and authorised representatives;
- property owners, building management, local check-in support, cleaners and maintenance providers where needed to provide the stay;
- email, messaging, web-hosting, analytics, cloud-storage, payment and booking-administration providers;
- booking platforms and property-management or channel-management services where used;
- banks, accountants, auditors, insurers, legal advisers and other professional advisers; and
- courts, regulators, law-enforcement bodies, tax authorities or other authorities where required or permitted by law.

Opia does not sell guest personal information.

8.4 Planned transborder flows

Some of Opia's technology, communications, analytics, cloud, booking and platform providers operate or store information outside South Africa. Personal information may therefore be processed in provider locations outside the Republic. Opia takes reasonable steps to use reputable providers and to require or rely on appropriate contractual, privacy and security safeguards, with due regard to section 72 of POPIA.

8.5 General security measures

Opia applies reasonable technical and organisational measures proportionate to its size, systems and processing activities. Current measures include:

- access restricted to authorised persons and service providers with an operational need;
- multi-factor authentication on key communications and domain-management accounts;
- HTTPS and security headers on the public website;
- consent-gated website analytics with advertising storage and personalisation disabled;
- data minimisation in the direct-enquiry flow; the website opens a pre-filled email or WhatsApp message rather than storing enquiry details in a public website database;
- use of reputable hosted email, messaging, web and booking-service providers;
- bank details excluded from the public website and supplied only through official booking documentation; and
- reasonable identity and authority checks before personal information is released or amended.

No electronic system is completely risk-free. Opia will investigate suspected security compromises and notify affected people and the Information Regulator where POPIA requires it.

8.6 Retention and data-subject rights

Opia keeps personal information only for as long as reasonably necessary for the purpose collected, guest support, accounting, tax, legal, insurance, security and operational requirements, or an applicable limitation period. Information that is no longer required should be securely deleted, destroyed or de-identified where lawful and practicable.

A data subject may request access to, correction or deletion of personal information where permitted, or object to particular processing. Requests should be sent to calvin@opia.co.za. Opia may require proportionate identity verification and may retain information where law or a legitimate legal purpose requires it.

9. Availability of this manual

This manual is available:

- on Opia's website at <https://opia.co.za>;
- by email request to calvin@opia.co.za;
- for inspection at 27 Somerset Road, Green Point, Cape Town, 8005 during reasonable business hours by prior arrangement; and
- through the Information Regulator where submitted or made available in accordance with applicable requirements.

A copy is provided electronically without charge. Reasonable reproduction or delivery fees may apply where permitted by law and agreed in advance.

10. Updating this manual

The Information Officer will review this manual at least annually and update it when material changes occur, including changes to Opia's contact details, record categories, processing activities, service providers, legislation or Regulator guidance.

Version	Date	Change
1.0	20 July 2026	First issue following registration of the Information Officer

Appendix A. Request and complaint route

Stage	Action
1. Request	Use the current prescribed Form 2 and email the request to calvin@opia.co.za .
2. Acknowledgement and verification	Opia may confirm receipt, clarify the record sought and request proportionate proof of identity or authority.
3. Decision	Opia ordinarily responds within 30 days, subject to a lawful extension, and gives reasons for any refusal.
4. Access and fees	If granted, Opia explains the available form of access and any prescribed fee before access is provided.
5. Complaint or court remedy	If dissatisfied, a requester may use the remedies provided by PAIA, including a complaint to the Information Regulator using the current prescribed Form 5 or an application to court.

Current official forms

Always download the current prescribed form from <https://infoeregulator.org.za/paia-forms/> rather than relying on an old saved copy.

Issued by

Calvin Rodney Branson
Managing Director and Information Officer
Opia Investments (Pty) Ltd, trading as Opia Stays

Signature: _____

Date: 20 July 2026

Prepared with reference to the Information Regulator's private-body PAIA Manual template and public guidance available on 20 July 2026.