

CRAIG W. A. WEBBER ATTORNEYS

PAIA MANUAL

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

Document control	Details
Private body	Craig W. A. Webber Attorneys, a sole-proprietor legal practice
Head of private body	Craig W. A. Webber
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Important Listing a category of record does not mean that access will automatically be granted. Every request is considered under PAIA, including its procedural requirements, mandatory protections and grounds for refusal. Legal professional privilege and client confidentiality remain protected.

1. Acronyms and interpretation

Term	Meaning
FICA	Financial Intelligence Centre Act 38 of 2001
Information Officer / IO	The head of the private body for PAIA purposes and the Information Officer under POPIA
LPC	Legal Practice Council
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Practice	Craig W. A. Webber Attorneys
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa

This manual applies to records in the possession or under the control of the Practice, whether created by the Practice or by another person, and regardless of physical or electronic form.

2. Purpose of this manual

This manual is intended to help members of the public:

- understand the nature of the Practice and the records it holds;
- identify records that are available without a formal PAIA request;
- understand how to submit a request for access to a record;
- obtain the contact details of the Information Officer;
- understand how the Practice processes and safeguards personal information; and
- identify the remedies available if a request is refused or not answered.

Right of access Under section 50 of PAIA, a requester may obtain access to a record of a private body if the record is required for the exercise or protection of a right, the procedural requirements are met, and no lawful ground for refusal applies.

3. Practice and Information Officer details

3.1 Nature of the private body

Craig W. A. Webber Attorneys is a South African legal practice conducted by Craig W. A. Webber as a sole proprietor. The Practice provides legal services under South African law, principally in private client law, wills and estate planning, deceased-estate administration, trusts, succession and family governance.

3.2 Head of private body and Information Officer

Item	Details
Name	Craig W. A. Webber
Capacity	Proprietor, practising attorney and Information Officer
Email	craig@webber.law
Main telephone	083 378 8831 / +27 83 378 8831
Alternative telephone	082 321 7539 / +27 82 321 7539
Physical address	Unit 207, Tuscan Estate, 15 Van Heerden Road, Libradene Village, Libradene, Boksburg, Gauteng, 1459, South Africa
Postal address	P.O. Box 478, Benoni, 1500, South Africa
Website	https://www.webber.law
Deputy Information Officer	None appointed

4. The Information Regulator's PAIA Guide

The Regulator has published a Guide under section 10 of PAIA explaining how to exercise rights under PAIA and POPIA. It includes the objects of the Acts, the prescribed request process, applicable forms and fees, available assistance, complaints and court remedies. The Guide is available in the official languages and in Braille from the Regulator.

Regulator contact	Details
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200; toll-free 0800 017 160
General enquiries	enquiries@inforegulator.org.za

Regulator contact	Details
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

The Guide and prescribed forms can be obtained from the [Information Regulator's PAIA pages](#) or requested from the Practice's Information Officer.

5. How to request access to a record

5.1 Submitting a request

1. Complete the prescribed Form 2 (Request for Access to Record), available from the Information Regulator.
2. Send the completed form and supporting documents to craig@webber.law or deliver it to the Practice's physical address.
3. Describe the requested record sufficiently to permit identification and state the right that the record is required to exercise or protect.
4. Identify the preferred form of access and provide sufficient contact details for communication.
5. If acting for another person, provide proof of authority or capacity.

Current prescribed forms are available at: [Information Regulator's prescribed PAIA forms](#)

5.2 Fees, timing and outcome

- Any request, access, search, preparation, reproduction and postal fees are those prescribed under PAIA and its Regulations.
- The Information Officer will ordinarily decide the request within 30 days after receipt of a compliant request, subject to any extension permitted by PAIA.
- The requester will receive the prescribed outcome notice, including any applicable fee, the form of access granted, or reasons for refusal.
- A record may be withheld until applicable fees have been paid.

5.3 Important protections and possible refusal

Access is not automatic. PAIA requires or permits refusal in specified circumstances. In a legal practice, particularly relevant protections include:

- the privacy and personal information of clients, employees and other third parties;
- confidential information and information protected by contractual or professional duties of confidence;

- records protected by legal professional privilege, unless privilege has been validly waived by the person entitled to it;
- commercial or financial information of the Practice or third parties;
- the safety of individuals and the security of property, systems and information; and
- records whose disclosure would prejudice legal proceedings, law enforcement or other interests protected by PAIA.

Professional privilege Section 67 of PAIA requires refusal of access to a record privileged from production in legal proceedings unless the person entitled to the privilege has waived it. Nothing in this manual constitutes a waiver of privilege or confidentiality.

5.4 Complaints and court remedies

A requester or affected third party may lodge a written complaint with the Regulator in the circumstances and within the period prescribed by PAIA, including after refusal, an inadequate response or a deemed refusal. Form 5 is available from the Regulator. A person may also apply to a competent court for appropriate relief within the applicable statutory period.

6. Records available without a formal PAIA request

The following records are or will be made publicly available without requiring a formal PAIA request. Availability does not extend to underlying client, employee, financial or privileged records.

Category	Record	How available
Practice information	Practice name, services, professional profile and contact details	Website
Compliance	This PAIA Manual	Website; inspection at the Practice; email request
Privacy	Website privacy notice and contact-form privacy information	Website
Website	Terms of use and general legal notices	Website
Publications	Any articles or professional updates intentionally published by the Practice	Website or linked publication

7. Records held under other legislation

The Practice may create, receive or retain records under legislation applicable to a South African legal practice and employer. The list is indicative and is not a representation that every listed statute applies to every record or activity.

Legislation	Indicative records
Legal Practice Act 28 of 2014, LPC Rules and Code of Conduct	Enrolment, practice, Fidelity Fund, trust-account, regulatory, professional and compliance records
Financial Intelligence Centre Act 38 of 2001	Risk-management, client due-diligence, verification, monitoring and reporting records
Administration of Estates Act 66 of 1965	Deceased-estate administration and Master's Office records
Wills Act 7 of 1953	Wills and related instructions, drafting and execution records
Trust Property Control Act 57 of 1988	Trust instruments, governance, beneficial-ownership and trustee-related records
Promotion of Access to Information Act 2 of 2000	PAIA Manual, requests, decisions, correspondence and reporting records
Protection of Personal Information Act 4 of 2013	Privacy governance, data-subject requests, operator and security records
Tax Administration Act 28 of 2011 and Income Tax Act 58 of 1962	Practice, employee, client-matter and financial tax records as applicable
Basic Conditions of Employment Act 75 of 1997	Employment particulars, leave, remuneration and working-time records
Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002	Employee and contribution records
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Registration, incident and compensation records where applicable
Occupational Health and Safety Act 85 of 1993	Workplace health and safety records where applicable
Electronic Communications and Transactions Act 25 of 2002	Electronic communications and website or electronic-transaction records where applicable

8. Subjects and categories of records held

Subject	Categories of records
Practice governance and regulation	Practice particulars; LPC and Fidelity Fund records; policies; insurance; FICA and risk-management records; professional development and compliance
Clients and prospective clients	Enquiries; conflict checks; identification and verification; mandates; instructions; advice; correspondence; consultations; billing; client-account and trust-account records
Wills and estate planning	Instructions; source information; draft and executed documents; estate plans; correspondence; supporting records

Subject	Categories of records
Deceased estates	Executor mandates; agency appointments; inventories; claims; tax and banking records; liquidation and distribution accounts; Master's Office and beneficiary correspondence
Trusts and family governance	Trust instruments; trustee and beneficiary information; governance documents; resolutions; advice; succession and family-governance records
Legal matters generally	Research; opinions; agreements; pleadings; evidence; privileged material; counsel and expert records; court, tribunal and regulator records
Human resources	Employee identity, appointment, remuneration, leave, performance, training, disciplinary, health and safety, tax and benefit records
Finance and administration	Accounting; banking; trust accounting; invoices; receipts; tax; audit; supplier and insurance records
Service providers	Due diligence; contracts; confidentiality and operator agreements; invoices; correspondence and performance records
Information technology and security	Google Workspace, Google Drive and LegalEase administration; access logs; permissions; backups; incident and security records
Website and communications	Website content; contact-form submissions; technical logs; consent records; enquiries; domain and hosting records; publications
PAIA and POPIA	Manuals; policies; Information Officer records; requests; decisions; complaints; impact assessments; security-compromise and regulatory correspondence

9. Processing of personal information

9.1 Purposes of processing

- receiving, screening and responding to enquiries and conducting conflict checks;
- establishing, managing and terminating attorney-client and other professional relationships;
- providing legal services, fulfilling mandates and protecting clients' lawful interests;
- administering wills, deceased estates, trusts and family-governance matters;
- complying with legal, regulatory, tax, accounting, FICA, LPC and Fidelity Fund obligations;
- billing, collecting fees, accounting for money and managing the Practice;
- appointing, managing and paying employees and service providers;
- protecting legal rights, maintaining privilege and confidentiality, and conducting legal proceedings;
- operating, securing and improving the website and information systems; and
- responding to PAIA, POPIA and other lawful requests or investigations.

9.2 Categories of data subjects and personal information

Data subjects	Personal information that may be processed
Clients and prospective clients	Identity and contact details; demographic and family information; financial, tax and banking information; signatures; communications; mandate and matter information; special personal information when relevant
Executors, heirs, beneficiaries, trustees, founders and family members	Identity, contact, relationship, financial, succession, trust, tax and matter-related information
Opposing or interested parties, witnesses and other persons connected to a matter	Identity and contact details; statements; correspondence; evidentiary, financial and other matter-related information
Employees and applicants	Identity, contact, employment, qualification, remuneration, tax, banking, leave, performance and other employment information
Legal practitioners, counsel, experts and correspondents	Professional and contact details; instructions; opinions; invoices; correspondence and matter-related information
Service providers and operators	Identity, registration, contact, tax, banking, contractual, security and performance information
Website visitors and enquirers	Name, email address, telephone number, general enquiry information, consent and technical connection or security-log information
Regulators and public officials	Professional contact details, official correspondence, submissions and regulatory records

Special personal information The Practice may process health, criminal, religious, race, biometric or other special personal information only where relevant to a legal matter or another lawful purpose, and subject to POPIA, professional privilege and confidentiality.

9.3 Recipients or categories of recipients

Information or purpose	Recipients or categories of recipients
Legal services and dispute resolution	Clients; authorised representatives; counsel; correspondent attorneys; experts; mediators; courts; tribunals; sheriffs and other lawful participants
Wills, estates and trusts	Master of the High Court; executors; trustees; beneficiaries; heirs; creditors; banks; insurers; valuers; conveyancers and other authorised or legally entitled parties
Regulatory and statutory compliance	LPC; Legal Practitioners' Fidelity Fund; Financial Intelligence Centre; SARS; Information Regulator; law-enforcement or other competent authorities where legally required

Information or purpose	Recipients or categories of recipients
Practice operations	External accountant or bookkeeper; auditors; insurers; banks; payment and professional service providers
Information systems	Google Workspace and Google Drive; LegalEase; website hosting, security, backup and technical-support providers acting as operators where applicable

9.4 Transborder flows

The Practice uses Google Workspace and Google Drive. Personal information may consequently be stored, accessed, supported or otherwise processed outside South Africa in accordance with the provider's service architecture. Any transborder processing must comply with section 72 of POPIA, including through adequate protection, a binding agreement, consent, contractual necessity or another lawful basis. Other cross-border transfers will occur only where necessary for a mandate, authorised by the data subject, or otherwise permitted by law.

9.5 Security safeguards

The Practice applies reasonable technical and organisational safeguards appropriate to the sensitivity of legal-practice information. Measures include:

- restricted access to information based on role and need;
- multi-factor authentication on Google Workspace accounts with access to practice information;
- provider-managed encryption and security safeguards for Google Workspace and Google Drive;
- a separate encrypted electronic backup;
- locked storage for paper records, accessible only to authorised practice personnel;
- confidentiality, legal professional privilege and professional-supervision controls;
- appropriate contractual and confidentiality obligations for operators and service providers;
- secure disposal or deletion when retention is no longer required; and
- review and response procedures for suspected unauthorised access or security compromise.

9.6 Retention and destruction

The Practice's general retention period is five years. A record may be retained for longer where required or permitted by law, an LPC or FICA obligation, a continuing mandate, professional indemnity considerations, litigation or a legal hold, prescription periods, the protection of a lawful interest, or the client's instructions. When retention is no longer justified, records are securely deleted, destroyed, de-identified or archived with access restrictions, as appropriate.

10. Availability, approval and updating

10.1 Availability

A copy of this manual is available:

- on the Practice's website at <https://www.webber.law>;
- for public inspection at Unit 207, Tuscan Estate, 15 Van Heerden Road, Libradene Village, Libradene, Boksburg, Gauteng, 1459 during normal business hours by prior arrangement;
- from the Information Officer upon request, subject to any prescribed reproduction or delivery fee; and
- to the Information Regulator upon request.

10.2 Updating

The Information Officer will review this manual at least annually and update it whenever there is a material change to the Practice, its records, contact details, processing activities, legal obligations or security arrangements.

10.3 Approval

Issued for and on behalf of Craig W. A. Webber Attorneys by:

Craig W. A. Webber

Proprietor and Information Officer

Date: 7 October 2026

Appendix A. Principal official sources and forms

- [Promotion of Access to Information Act 2 of 2000](#)
- [Protection of Personal Information Act 4 of 2013](#)
- [Information Regulator: PAIA Guidelines and Guide](#)
- [Information Regulator: PAIA Manual Template for a Private Body](#)
- [Information Regulator: prescribed PAIA forms](#)
- [Information Regulator: contact and complaints](#)

Document status This manual is a public access-to-information guide. It does not itself grant access to any record, waive legal professional privilege or confidentiality, or replace the statutory request and decision process under PAIA.