

SELVANA (PTY) LTD

Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

Last updated: 24 August 2026

1. Introduction

This manual is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). It sets out the records held by Selvana (Pty) Ltd, how a person may request access to those records, and the procedure that applies to such a request.

Selvana is a property curation and marketing business operating in the South African residential property market. Selvana does not hold mandates, negotiate transactions, or handle transfers. Registered property practitioners handle those functions.

Selvana is also a responsible party for the purposes of the Protection of Personal Information Act 4 of 2013 (POPIA). Requests relating to personal information are dealt with in section 7 of this manual.

2. Particulars of the private body

Name of private body	Selvana (Pty) Ltd
Registration number	2026/671075/07
Information Officer	Marce Groenewald
Email	marce@selvana.co.za
Postal and physical address	45 Shearwater Road, Wilgeheuwel, Roodepoort, Gauteng
Website	selvana.co.za

3. The PAIA Guide

The Information Regulator has compiled a guide in terms of section 10 of PAIA, containing information reasonably required by a person who wishes to exercise a right under PAIA or POPIA. The guide is available in each official language and may be obtained from the Information Regulator:

- Website: inforegulator.org.za
- Email: PAIAGuide@inforegulator.org.za
- Telephone: 010 023 5200

4. Records held by Selvana

The categories below describe the records held by Selvana. Listing a category in this manual does not mean the records within it are automatically available on request. Access is determined by PAIA, including the grounds for refusal set out in Chapter 4 of Part 3 of the Act.

Category	Description
Enquiry records	Submissions received through the contact forms on selvana.co.za, processed via Web3Forms. Includes name, email address, telephone number where supplied, and the content of the enquiry.
Client and seller records	Contact details, correspondence, service agreements, image licensing terms, scope and deliverable records, and records relating to properties presented for marketing.
Property records	Property addresses, descriptions, valuations where disclosed, owner details, and written permissions obtained for photography and aerial work.
Buyer enquiry records	Contact details and correspondence relating to enquiries about specific properties, including viewing arrangements and follow-up records.

Photographic and written content	Photographs, aerial imagery, written property copy, listing pages, and associated production files.
Correspondence	Email correspondence via marce@selvana.co.za and zelmari@selvana.co.za, messages sent and received through the Selvana business WhatsApp number, and direct messages received through Selvana social media accounts.
Practitioner records	Correspondence with registered property practitioners, mentorship arrangements, commission records, and Fidelity Fund Certificate verification records.
Subcontractor records	Details of aerial operators and other specialist subcontractors, including licensing and certification verification records, agreed rates, insurance confirmations, and invoices.
Financial records	Invoices, payment records, banking records, accounting records, and tax records.
Statutory records	Company registration documents, memorandum of incorporation, director records, and records maintained under applicable legislation.
Website analytics	Aggregated website usage data collected through analytics tooling.

5. Records available without a formal request

The following records are freely available and do not require a request under PAIA:

- All content published on selvana.co.za, including property listing pages and published written material
- Content published on Selvana social media accounts
- This manual
- Selvana's privacy policy

6. How to request access to a record

A requester must complete the prescribed form (Form 2 of the PAIA Regulations) and submit it to the Information Officer at the email address listed in section 2 of this manual.

The request must:

- Provide sufficient detail to enable the record to be identified
- Identify the requester and provide contact details for a reply
- Specify the form of access required
- Where the request is made on behalf of another person, include proof of the capacity in which the requester is acting
- Where the request is made in order to exercise or protect a right, identify that right and explain why the record is required to exercise or protect it

Selvana will respond within 30 days of receipt of the request. This period may be extended in the circumstances permitted by PAIA, in which case the requester will be notified.

Where a request is refused, the requester will be given written reasons and informed of their right to lodge a complaint with the Information Regulator or to apply to a court.

7. Requests relating to personal information

A data subject may request access to their personal information, request correction or deletion of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully, or object to the processing of their personal information.

Such requests should be directed to the Information Officer at the address in section 2 and will be handled in accordance with POPIA.

8. Fees

Selvana does not charge a request fee for access to records under this manual.

Where reproduction, transcription, or postage costs are incurred in providing access to a record, Selvana may recover the actual cost of doing so. Any such cost will be communicated to the requester in writing before the work is carried out, and the requester may withdraw the request at that point without liability.

9. Legislation applicable to Selvana

Records may be held in terms of, among others:

- Companies Act 71 of 2008
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991
- Basic Conditions of Employment Act 75 of 1997
- Property Practitioners Act 22 of 2019
- Copyright Act 98 of 1978

10. Availability of this manual

This manual is available:

- On the Selvana website at selvana.co.za
- By email on request to marce@selvana.co.za

This manual will be reviewed and updated as Selvana's operations and the records it holds change.