RUSSELL BECKER COLLECTIONS

Professional Debt Recovery & Collections Services

Registration Number : 2026/583965/07
Tel: 0828098099 | Email: info@rbcollections.co.za | Address: 175B Hoosen Haffejee Street, Pietermaritzburg

PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 (“PAIA”)

1. Contact Details

- Firm Name : Russell Becker Collections (Pty) Ltd
- Registration Number : 2026/583965/07
- Information Officer: Chetna Nepal
- Deputy Information Officer: Juanita Becker
- Postal Address: P O Box 3433, Pietermaritzburg, 3200
- Physical Address: 175B Hoosen Haffejee Srreet, Pietermaritzburg
- Telephone:0828098099
- Email: info@rbcollections.co.za
- Website: www.rbcollections.co.za

2. Introduction

Russell Becker Collections (Pty) Ltd is a firm focused on debt collection, ensuring confidentiality and adherence to relevant legal requirements.

This manual is prepared in compliance with the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA).

It outlines the process through which the public can request access to records maintained by Russell Becker Attorneys.

3. The South African Human Rights Commission (SAHRC) published a guide to assist individuals in exercising their rights under PAIA

South African Human Rights Commission

Contact Details

- Head Office Johannesburg
- Tel 011 877 3600
- Fax 011 403 0684

- Eastern Cape Port Elizabeth
- Tel 043 722 7828
- Fax 043 722 7830

- Free State Bloemfontein
- Tel 052 447 1133
- Fax 051 447 1128
- KwaZulu-Natal Durban
- Tel 031 304 7323/4/5
- Fax 031 304 7323

- Limpopo Polokwane
- Tel 015 2913500 / 051 291 3505

- Mpumalanga Nelspruit
- Tel 013 752 8292
- Fax 013 752 6890

- Northern Cape Upington
- Tel 054 332 3993/4
- Fax 054 332 7750

- North West Rustenburg
- Tel: 014 592 0694
- Fax: 014 594 1089

- Western Cape Cape Town
- Tel: 021 426 2277
- Fax 021 426 2875

- Website: www.sahrc.org.za
- Email: info@sahrc.org.za
- Twitter: @SAHRCommission
- Facebook: SAhumanrightscommission

- Youtube: SAHRC1

4. Information Regulator (South Africa)

- Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg
- Telephone: 010 023 5200
- Email: enquiries@inforegulator.org.za
- Website: https://inforegulator.org.za

5. Categories of Records Held

5.1 Records Available in terms of the Act
5.1.1 Firm registration documents

5.1.2 Information published on the firm's website

5.1.3 Marketing materials

5.2 Records Available (Subject to POPIA/PAIA)
5.2.1 Client files (subject to NDA)

5.2.2 Debtor account records and correspondence

5.2.3 Trust account records and financial statements

5.2.4 Employment records of staff

5.2.4 Company Policies and procedures

6. Records Held in Accordance with Other Legislation

- Debt Collectors Act 114 of 1998
- National Credit Act, 34 of 2005
- Companies Act, 71 of 2008
- Labour Relations Act, 66 of 1995
- Basic Conditions of Employment Act, 75 of 1997
- Income Tax Act, 58 of 1962
- Protection of Personal Information Act, 4 of 2013
- Financial Intelligence Centre Act No. 38 of 2001
- Occupational Health and Safety Act. No. 85 of 1993
- Value added Tax Act No. 89 of 1991

7. Request Procedures

7.1 Request must be made in writing using a PAIA Request Form (Form 2) – available on the Information Regulator website.
7.2 Requests must be addressed to the Information Officer.
7.3 The requester must provide sufficient detail to identify the record and the right being exercised.
7.4 Payment of the prescribed request fee may be required.
7.5 You may be required to pay additional fees prescribed by regulation for the time and resources involved in searching for, retrieving, and compiling the information you have requested. These fees may include reproduction and copying charges.
7.6 It is important to note that access to records is not automatic. In terms of PAIA, you must:
7.7 Clearly identify the right you seek to exercise or protect; and
7.8 Provide reasons why the requested record is required for the exercise or protection of that right.
7.9 Once your request has been processed, you will be notified in the manner indicated on your request form whether access has been granted or refused.

8. Grounds for Refusal

8.1 Access may be refused if disclosure would:

8.2 Endanger the safety of individuals

8.3 Involve unreasonable disclosure of personal information of debtors or clients

8.4 Prejudice ongoing litigation or settlement negotiations

8 Availability of the Manual

This manual is available:

- At our offices : Russell Becker Collections (Pty) Ltd [175B Hoosen Haffejee Street, Pietermaritzburg]
- On request via email : info@rbcollections.co.za
- Website : www.rbcollections.co.za