

PAIA AND POPI MANUAL

This manual was prepared in accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000, as amended from time to time, and to address the requirements of the Protection of Personal Information Act No 4 of 2013, as amended from time to time

NLA ADVISORY PROPRIETARY LIMITED

(REG NO : 2018/199187/07)

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A. Introduction to NLA ADVISORY

NLA ADVISORY PROPRIETARY LIMITED (“**NLA ADVISORY**”) conducts business as a business services firm.

B. **PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**

1. Contact Details [Section 51(1)(a)]

DIRECTORS: NATALIE MARIA LUBBE
NICOLE SUROYA NORVAL
DONOVAN VUYANI PHENDUKA
HELANI VAN DER WESTHUIZEN

DESIGNATED INFORMATION OFFICER : NICOLE SUROYA NORVAL

EMAIL ADDRESS : nicole@NLAteam.com

POSTAL ADDRESS : P O BOX 662
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FANCOURT OFFICE PARK
CNR FELSTEAD & NORTHUMBERLAND
NORTHRIDING

TELEPHONE NUMBER : (011) 704-1563

EMAIL ADDRESS : info@NLAteam.com

2. The Section 10 guide on how to use the Act [Section 51(1)(b)]

2.1 The Promotion of Access to Information Act (PAIA) grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

- 2.2 Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of PAIA.
- 2.3 Requesters are referred to the Guide in terms of Section 10 of PAIA, which Guide has been compiled by the South African Human Rights Commission (SAHRC), and which will contain information for the purposes of exercising Constitutional Rights. This Guide is available from the SAHRC. The contact details of the SAHRC are :

Physical address: Braampark Forum 3
33 Hoofd Street
Braamfontein

Telephone: +27 11 877-3600

Website: www.sahrc.org.za

E-mail: info@sahrc.org.za

3. **Form of request** [Section 51(1)(e)]

To facilitate the processing of your request, kindly :

- 3.1 Comply with all procedural requirements contained in PAIA relating to the request for access to a record.
- 3.2 Use the prescribed form, available on the website of the SAHRC at www.sahrc.org.za, which form is attached hereto as **Annexure "X"**, and pay to the Designated Information Officer the request fee (if applicable), and a deposit, where a request for access to information relating to a third party is made.
- 3.3 Address your request to the Designated Information Officer.
- 3.4. Provide sufficient details to enable NLA ADVISORY to identify :
- (a) The record(s) requested;
 - (b) The requester (and if an agent is lodging the request, proof of capacity);
 - (c) The form of access required;
 - (d) (i) The postal address or fax number of the requester in the Republic;
 - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;

- (e) The right which the requester is seeking to exercise or protect, with and explanation of the reason the record is required to exercise or protect the right.

4. Prescribed Fees and Remedies for Refusal of Access [Section 51(1)(f)]

The following applies to requests (other than personal requests) :

- 4.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 4.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 4.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 4.4 Records may be withheld until the fees have been paid;
- 4.5 The fee structure is available on the website of the SAHRC at www.sahrc.org.za;
- 4.6 A requester and/or a third party that is dissatisfied with the Designated Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to any competent court for relief. For purposes of PAIA, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court with similar status.

5. Categories of Records held by the Company : [Section 51(1)(c) and Section 51(1)(d)]

Category	Records	Availability
Public Affairs	Product Information	Freely available on request
	Public Corporate Records	
	Organisational Structure Media Releases	
Financial/ Operational	Personnel Documents and Records	Limited availability (request in terms of PAIA)
	Annual Financial Statements	
	Tax Returns	

Accounting Records
 Banking Records
 Statutory Records
 Tax Compliance Records
 Policies and Procedures
 Minutes of Meetings

Marketing	Product Marketing Material Customer Database	Request in terms of PAIA
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6. Processing of Personal Information

The Company uses the Personal Information under its care in the following ways :

- Rendering service according to instructions given by clients
- Staff administration
- Keeping of accounts and records
- Complying with tax laws
- Sending clients industry updates and invitations
- Improving services to clients

Categories of Data Subjects and their Personal Information

The Company may possess records relating to suppliers, shareholders, contractors service providers, staff, and clients as follows :

Entity Type	Personal Information Processed
Clients: Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; tax-related information; financial information; nationality; gender; confidential correspondence
Clients : Juristic Persons / Entities	Names of contact persons; name of entity; physical and postal address and contact details; financial information; registration number; founding / corporate documents; tax-

related information; personal information in respect of authorised signatories, beneficiaries, ultimate beneficial owners; confidential correspondence

Clients : Foreign Persons / Entities

Names; contact details; physical and postal addresses; date of birth; passport number; tax-related information; financial information; nationality; gender; confidential correspondence

Contracted Service Providers

Names of contact persons; name of entity; physical and postal address and contact details; financial information; registration number; founding / corporate documents; tax-related information; personal information in respect of authorised signatories, beneficiaries, ultimate beneficial owners; confidential correspondence

Employees / Directors

Gender; pregnancy; marital status; colour / race; age; language; education information; tax-related information; financial information; religion; employment history; ID number; physical and postal address and contact details; opinions and beliefs, criminal history; health; well-being; disabilities; trade union-related information; political persuasion; biometric information; confidential correspondence

Categories of Recipients for Processing the Personal Information

The Company may supply the Personal Information to service providers who render the following services :

- Capturing and organising of data
- Storing of data
- Sending emails and other correspondence to clients
- Conducting due diligence checks

Actual or Planned Transborder Flows of Personal Information

The Company has no planned transborder flows of Personal Information.

General Description of Information Security Measures

The Company employs up-to-date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include :

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control
- Secure setup of hardware and software making up the IT infrastructure
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement security controls.

7. Applicable Legislation

Records of the Company's and other legal entities in which the Company has a direct controlling interest or an indirect controlling interest through its subsidiaries) may be kept by or on behalf of the Company in accordance with the following legislation (some of which legislation may not be applicable to the Company), as well as with other legislation that may apply to the Company and/or its subsidiaries from time to time :

Basic Conditions of Employment Act No 57 of 1997

Broad-based Black Economic Empowerment Act No 53 of 2003

Collective Investment Schemes Control Act No 45 of 2002

Companies Act No 71 of 2008

Compensation for Occupational Injuries and Diseases Act No 130 of 1993

Copyright Act No 98 of 1978

Currencies and Exchanges Act No 9 of 1993

Electronic Communications and Transactions Act No 25 of 2002

Employment Equity Act No 55 of 1998

Financial Intelligence Centre Act No 38 of 2001

Financial Services Board Act No 97 of 1990

Income Tax Act No 58 of 1962

Labour Relations Act No 66 of 1995

Legal Practice Act No 28 of 2014

Occupational Health and Safety Act No 85 of 1993
Regulation of Interception of Communications and Provision of Communication-Related Information Act
No 70 of 2002
Prevention of Organised Crime Act No 121 of 1998
Prevention and Combating of Corrupt Activities Act No 12 of 2004
Promotion of Access to Information Act No 2 of 2000
Protected Disclosures Act No 26 of 2000
Protection of Constitutional Democracy against Terrorist and Related Activities Act No 33 of 2004
Protection of Personal Information Act No 4 of 2013
Skills Development Act No 97 of 1998
Skills Development Levy Act No 9 of 1999
Trade Marks Act No 194 of 1993
Trust Property Control Act No 57 of 1988
Unemployment Insurance Act No 63 of 2001
Unemployment Insurance Contributions Act No 4 of 2002
Value Added Tax Act No 89 of 1991

Signed : _____
N M LUBBE N S NORVAL

PROMOTION OF ACCESS TO INFORMATION MANUAL
ADOPTED BY NLA ADVISORY (PTY) LTD
26 February 2019 (date)

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 10]

A.

**Particulars of private body : NLA ADVISORY
PROPRIETARY LIMITED (REGISTRATION NUMBER :
2018/199187/07)**

DESIGNATED INFORMATION OFFICER : NICOLE SUROYA NORVAL

POSTAL ADDRESS : P O BOX 662
BROMHOF
2154

PHYSICAL ADDRESS : 1ST FLOOR, BLOCK 2
FANCOURT OFFICE PARK
CNR FELSTEAD & NORTHUMBERLAND
NORTHRIDING

TELEPHONE NUMBER : (011) 704-1563

EMAIL ADDRESS : info@NLAteam.com

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

E. Fees

- (a) A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified of* the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends *on* the form *in which* access is required and the reasonable time *required* to search for and prepare a record.
- (d) If you qualify for exemption *of* the payment *of* any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required
Form in which record is required:	
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:				
	copy of record*		inspection of record	
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)				
	view the images		copy of the images"	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:				
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document	
4. If record is held on computer or in an electronic or machine-readable form:				
	printed copy of record*		printed copy of information derived from the record"	copy in computer readable form* (stiffy or compact disc)
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES NO

G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... This..... day of20

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE