



NICHE LINER  
AGENCIES

# PAIA MANUAL

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

DATE OF COMPILATION: 01/08/2025

DATE OF REVISION: 01/08/2025

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 “MD” Managing Director

1.2 “DIO” Deputy Information Officer;

1.3 “IO” Information Officer;

1.4 “Minister” Minister of Justice and Correctional Services;

1.5 “PAIA” Promotion of Access to Information Act No. 2 of 2000 as Amended;

1.6 “POPIA” Protection of Personal Information Act No.4 of 2013;

1.7 “Regulator” Information Regulator; and

1.8 “Republic” Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by a body which are available without a person

having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance

with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE NICHE LINER AGENCIES (PTY) LTD

#### 3.1. Chief Information Officer

Name: Dev Naidoo

Tel: 0621231234

Email: dn@nicheliner.com

Fax number: n/a

#### 3.2. Deputy Information Officer (NB: if more than one Deputy Information Officer is

designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.

Name: same as above

Tel: as above

Email: as above

Fax Number: n/a

### 3.3 Access to information general contacts

Email: [dn@nicheliner.com](mailto:dn@nicheliner.com)

### 3.4 National or Head Office

Postal Address: 1 Wedgewood Link, Bryanston, 2191

Physical Address: 1 Wedgewood Link, Bryanston, 2191

Telephone: 0621231234

Email: [dn@nicheliner.com](mailto:dn@nicheliner.com)

Website: [www.nicheliner.com](http://www.nicheliner.com)

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of PAIA

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available,

electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private  
body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section  
113; and

4.3.3.2. access to a record of a private body contemplated in section  
504;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and  
POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of  
a right or duty conferred or imposed by PAIA and POPIA, including the  
manner of lodging-

1 Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to  
legislation governing the employment of

personnel of the public body concerned, designate such number of persons as deputy  
information officers as are necessary to

render the public body as accessible as reasonably possible for requesters of its  
records.

2 Section 56(a) of POPIA- Each public and private body must make provision, in the  
manner prescribed in section 17 of the

Promotion of Access to Information Act, with the necessary changes, for the  
designation of such a number of persons, if any, as

deputy information officers as is necessary to perform the duties and responsibilities  
as set out in section 55(1) of POPIA.

3 Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the

procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of

any ground for refusal contemplated in Chapter 4 of this Part.

4 Section 50(1) of PAIA- A requester must be given access to any record of a private body if a)

that record is required for the exercise or protection of any rights;

b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and

c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information

officer of a public body, a decision on internal appeal or a

decision by the Regulator or a decision of the head of a private

body;

4.3.7. the provisions of sections 145 and 516 requiring a public body and private

body, respectively, to compile a manual, and how to obtain access to a

manual;

4.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure

of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 229 and 5410 regarding fees to be

paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 9211.

5 Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

6 Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

7 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

8 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

9 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

11 Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of

the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English/ Afrikaans

## 5. CATEGORIES OF RECORDS OF THE NICHE LINER AGENCIES (PTY) LTD

### WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

No records are available publicly without having to request access. Requests for access can be sent via email to [info@nicheliner.com](mailto:info@nicheliner.com).

Category of records	Types of records	Available on website	Available on request
Company Information	Company name		X
	Registration details		
	Tax information		
	Contact details		
	Banking details		
Contact Information	Own contacts name		X
	Own contact details		
Administration	Forms and fees		X
	Bills of Lading		





	Invoices		
	Booking forms		
Human Resources	Own Employee records		X

6. DESCRIPTION OF THE RECORDS OF NICHE LINER AGENCIES (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- Company information
- Personal contact information
- Administration information
- Finance information
- Human Resources information

are available to relevant parties in accordance with the below legislation:

- Memorandum of incorporation Companies Act 71 of 2008
- PAIA Manual Promotion of Access to Information Act 2 of 2000
- National Credit Act of 2005
- Protection of Personal Information Act of 2013

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE NICHE LINER AGENCIES (PTY) LTD





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Subjects	Categories of records
Human Resources	Employee information Employee records Advertised posts Applicant data Payroll Performance information Policies and procedures
Finance	Banking Details Tax information Purchase history Payroll
Sales and Administration	Company information Contact information Purchase history Contractual information Documents
Marketing	Contact information Client Status

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

The purpose of processing personal information is to provide services requested by clients or potential clients, to effectively charge for services rendered, to market relevant services to, to assess for employment or to legally employ a person.



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## 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of data	Subjects
Clients	Company name Trading address Postal address Registration numbers Tax details VAT number Banking details
Client Contact	Contact name Contact telephone numbers Contact email address Contact job title Contact employment status Contact marketing preferences
Service providers	Company name Trading address Postal address Registration numbers Tax details VAT number Banking details Trade secrets
Employees	Name



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	Identity number Tax number Qualifications Nationality Race Gender Banking details Employment status Disciplinary history
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8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of information	Recipients or Categories of Recipients to whom the personal information may be supplied
Company information	The company to whom the information belongs Credit Bureaus South African Police Services Service providers relevant to the services requested by the company
Contact information	The contact to whom the information belongs South African Police Services
Employee information	The contact to whom the information belongs South African Police Services South African Qualifications Authority



Service providers information	The company to whom the information belongs Credit Bureaus South African Police Services Approved persons or companies for the purpose of providing a trade reference
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8.4 Planned transborder flows of personal information

Any of the aforementioned data may be stored outside the Republic at locations based on where cargo will be shipped, in order to be able to render services requested by the customer.

Any of the aforementioned data may be stored in the cloud outside the Republic in the Republic of Ireland, Germany and Belgium.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

The company uses data encryption, endpoint software and anti-malware solutions as additional security measures to protect data.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 on [www.nicheliner.com](http://www.nicheliner.com);
- 9.1.2 head office of the Niche Liner Agencies (Pty) Ltd for public inspection during normal business hours;
- 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4 to the Information Regulator upon request.





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9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations,

shall be payable per each A4-size photocopy made.

#### 10. UPDATING OF THE MANUAL

The head of a Niche Liner Agencies (Pty) Ltd

will on a regular basis update this manual.

Issued by

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Dev Naidoo

Managing Director