

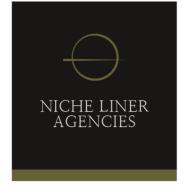
PAIA MANUAL

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

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

Website: <u>www.nicheliner.com</u>

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 PAIA1 and section 56 of POPIA2;

- 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

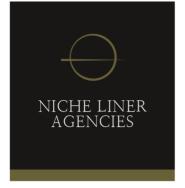
any ground for refusal contemplated in Chapter 4 of this Part.

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

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





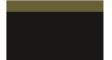
the public and private bodies, including the office of the Regulator, during normal working hours.

- 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/inforeg/).
- 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.

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





	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



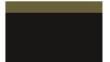


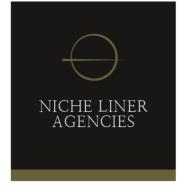
Subjects	Categories of records
Human Resources	Employee information
	Employee records
	Advertised posts
	Applicant data
	Payroll
	Performance information
	Policies and procedures
Finance	Banking Details
	Tax information
	Purchase history
	Payroll
Sales and Administration	Company information
	Contact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





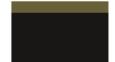
8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

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



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

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;
- 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.





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

Dev Naidoo

Managing Director