



## NETELLIGENT PAIA MANUAL

V1/2026



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## 1. Introduction

1.1. This Manual is prepared in accordance with the requirements of the Promotion of Access to Information Act, 2 of 2000 (“PAIA”) and in support of compliance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).

1.2. The purpose of this Manual is to:

- 1.2.1. Promote transparency and accountability;
- 1.2.2. Provide information regarding the records held by the Company;
- 1.2.3. Outline the procedure for requesting access to records;
- 1.2.4. Ensure compliance with applicable South African legislation.

1.3. NETELLIGENT CONSULTING (PTY) LTD is a technology services company providing IT consulting and managed technology solutions.

## 2. Definitions

Term	Definition
PAIA	Promotion of Access to Information Act, 2 of 2000
POPIA	Protection of Personal Information Act, 4 of 2013
Information Officer	The person responsible for compliance with PAIA and POPIA
Personal Information	Information relating to an identifiable natural or juristic person
Requester	Any person requesting access to records held by the Company
Company	NETELLIGENT CONSULTING (PTY) LTD

### 3. Company information

<b>Company Name</b>	NETELLIGENT CONSULTING (PTY) LTD
<b>Registration Number</b>	2025/154846/07
<b>Physical Address</b>	Floor 11, Ridge 7, 27 Vuna Close, Umhlanga Ridge, uMhlanga, 4319
<b>Telephone Number</b>	(+27) 31 100 1016
<b>Email Address</b>	<a href="mailto:info@netelligent.co.za">info@netelligent.co.za</a>
<b>Website</b>	<a href="https://www.netelligent.co.za/">https://www.netelligent.co.za/</a>

### 4. Information officer

4.1. The Information Officer appointed in terms of PAIA and POPIA is:

<b>Name</b>	Neil Mark Skea
<b>Designation</b>	Director
<b>Email Address</b>	<a href="mailto:info@netelligent.co.za">info@netelligent.co.za</a>
<b>Telephone Number</b>	(+27) 31 100 1016

4.2. The Information Officer is responsible for:

- 4.2.1. Ensuring compliance with PAIA and POPIA;
- 4.2.2. Managing requests for access to records;
- 4.2.3. Monitoring the protection and processing of personal information;
- 4.2.4. Maintaining compliance-related documentation and procedures.

4.3. The Deputy Information Officer appointed to assist with day-to-day PAIA and POPIA administration is:

<b>Name</b>	Kelsey Leah Morgan
<b>Designation</b>	Business Operations & Compliance Coordinator / Deputy Information Officer
<b>Email Address</b>	<a href="mailto:kelseym@netelligent.co.za">kelseym@netelligent.co.za</a>
<b>Telephone Number</b>	(+27) 31 100 1016

4.4. The Deputy Information Officer is responsible for:

- 4.4.1. Assisting with day-to-day PAIA and POPIA administration
- 4.4.2. Coordinating compliance activities and documentation
- 4.4.3. Monitoring policy updates and website compliance
- 4.4.4. Assisting with information requests and annual reporting requirements

## 5. Applicable legislation

5.1. The Company maintains records in accordance with legislation applicable to its operations, including but not limited to:

- 5.1.1. Promotion of Access to Information Act, 2 of 2000;
- 5.1.2. Protection of Personal Information Act, 4 of 2013;
- 5.1.3. Companies Act, 71 of 2008;
- 5.1.4. Basic Conditions of Employment Act, 75 of 1997;
- 5.1.5. Labour Relations Act, 66 of 1995;
- 5.1.6. Employment Equity Act, 55 of 1998;
- 5.1.7. Occupational Health and Safety Act, 85 of 1993;
- 5.1.8. Income Tax Act, 58 of 1962;
- 5.1.9. Value Added Tax Act, 89 of 1991.

## **6. Categories of records held**

6.1. The Company maintains records including, but not limited to, the following categories:

### **6.1.1. Statutory Records**

- 6.1.1.1. Company registration documents;
- 6.1.1.2. CIPC records;
- 6.1.1.3. Tax records;
- 6.1.1.4. VAT registration documentation;
- 6.1.1.5. B-BBEE certificates and affidavits.

### **6.1.2. Financial Records**

- 6.1.2.1. Accounting records;
- 6.1.2.2. Financial statements;
- 6.1.2.3. Bank statements;
- 6.1.2.4. Invoices and payment records.

### **6.1.3. Personnel Records**

- 6.1.3.1. Employment contracts;
- 6.1.3.2. Payroll records;
- 6.1.3.3. Leave records;
- 6.1.3.4. Disciplinary documentation;
- 6.1.3.5. Employee personal information.

#### **6.1.4. Operational Records**

- 6.1.4.1. Client agreements;
- 6.1.4.2. Service level agreements;
- 6.1.4.3. Supplier agreements;
- 6.1.4.4. Internal policies and procedures;
- 6.1.4.5. Operational documentation.

#### **6.1.5. Information Technology Records**

- 6.1.5.1. System access records;
- 6.1.5.2. Website records;
- 6.1.5.3. Electronic communications;
- 6.1.5.4. Technical support records.

### **7. Processing of Personal Information (POPIA)**

7.1. The Company processes personal information in accordance with the Protection of Personal Information Act (“POPIA”).

7.2. Personal information processed may include:

- 7.2.1. Names and surnames;
- 7.2.2. Contact details;
- 7.2.3. Identification numbers;
- 7.2.4. Employment information;
- 7.2.5. Contractual and business information;
- 7.2.6. Technical and electronic information.

7.3. Personal information is processed for purposes including:

- 7.3.1. Providing services;
- 7.3.2. Managing client and supplier relationships;
- 7.3.3. Human resource administration;
- 7.3.4. Compliance with legal and regulatory obligations;
- 7.3.5. Operational and business management.

7.4. The Company implements appropriate technical and organisational measures to safeguard personal information against unauthorised access, loss, misuse, disclosure, or destruction.

## **8. Request procedure**

8.1. The Information Regulator has published guides and prescribed forms relating to PAIA and POPIA requests.

8.2. Information Regulator Contact Details:

- 8.2.1. Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
- 8.2.2. Website: <https://www.inforegulator.org.za/>
- 8.2.3. General Enquiries: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)
- 8.2.4. PAIA Complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

8.3. A requester requiring access to records held by the Company must:

- 8.3.1. Submit a request in writing;
- 8.3.2. Complete the prescribed PAIA request form where applicable;
- 8.3.3. Provide sufficient detail to identify the requested record;
- 8.3.4. Indicate the preferred form of access;
- 8.3.5. Provide proof of identity where required.

8.4. All requests must be submitted to: [info@netelligent.co.za](mailto:info@netelligent.co.za)

8.5. Upon receipt of a request, the Information Officer will:

- 8.5.1. Acknowledge receipt of the request;
- 8.5.2. Assess the request in accordance with PAIA;
- 8.5.3. Respond within the prescribed statutory timeframe of 30 days.

8.6. Applicable request fees may be charged where permitted by law.

## **9. Prescribed fees**

- 9.1. Applicable request fees may be charged in accordance with PAIA regulations where permitted by law.
- 9.2. The Company reserves the right to request payment of the prescribed request fee prior to processing certain requests.
- 9.3. Official fee schedules are available from the Information Regulator.

## **10. Grounds For Refusal of Access**

- 10.1. Access to records may be refused in accordance with PAIA where:
  - 10.1.1. Disclosure would involve unreasonable disclosure of personal information of a third party;
  - 10.1.2. The record contains confidential commercial information;
  - 10.1.3. The record is privileged from legal disclosure;
  - 10.1.4. Disclosure may compromise security or lawful operations;
  - 10.1.5. The request is manifestly frivolous or vexatious.

## **11. Availability of The Manual**

- 11.1. Available on the Company website;
- 11.2. Available for inspection at the Company's offices;
- 11.3. Available upon written request.

## 12. Contact details

NETELLIGENT CONSULTING (PTY) LTD  
Suite 1103, Ridge 7  
27 Vuna Close  
uMhlanga Ridge  
uMhlanga  
4319  
  
Email: [info@netelligent.co.za](mailto:info@netelligent.co.za)  
Telephone: (+27) 31 100 1016  
Website: <https://www.netelligent.co.za/>

## 13. Approval

This PAIA Manual has been approved and adopted by the Company.

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Neil Mark Skea  
Director / Information Officer  
NETELLIGENT CONSULTING (PTY) LTD

Date: \_\_\_\_\_

## 14. Annexures

14.1. The following prescribed forms may be used where applicable:

14.1.1. PAIA Request Form

14.1.2. POPIA Objection to Processing Form

14.1.3. POPIA Request for Correction or Deletion of Personal Information Form

14.2. Official forms are available from the Information Regulator website:

<https://www.inforegulator.org.za/>