

NUWATER SYSTEMS (PTY) LTD
REGISTRATION NUMBER:2017/086626/07

MANUAL

IN TERMS OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, NO 2 OF 2000

(As required in terms of Section 51 of the Promotion of Access to Information Act, No 2 of 2000)

1. PARTICULARS OF THE PRIVATE BODY

Company Name: NuWater Systems (Pty) Ltd

Registration Number: 2017/086626/07

VAT Number: 4700277363

Information Officer (Head of Organisation): Billy James

Deputy Information Officer: Sonja Webb

Physical Address:

87 Capricorn Drive

Capricorn Business Park

Muizenberg

Cape Town, 7945

Postal Address:

Same as above

Telephone: 021 788 3125

Email: info@nuwater.com

Website: www.nuwater.com

2. GUIDE IN TERMS OF SECTION 10 OF PAIA

A guide to PAIA has been compiled by the **Information Regulator** in terms of Section 10 of PAIA.

The guide contains information required by a person wishing to exercise any right contemplated in PAIA and POPIA.

The guide is available in all official languages and can be accessed from:

The Information Regulator (South Africa)

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

Email: enquiries@inforegulator.org.za

3. RECORDS AUTOMATICALLY AVAILABLE (SECTION 52)

The following records are available without a formal PAIA request:

- Company profile and brochures
- Website content
- Marketing materials
- Published reports (if any)

4. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records are kept in accordance with applicable legislation, including:

- Companies Act 71 of 2008
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Unemployment Insurance Act 63 of 2001
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Consumer Protection Act 68 of 2008
- Protection of Personal Information Act 4 of 2013 (POPIA)
- Any other applicable legislation

5. SUBJECTS AND CATEGORIES OF RECORDS HELD

The company maintains records in the following categories:

5.1 Corporate Records

- Company registration documents
- Shareholder agreements
- Board resolutions

5.2 Financial Records

- Accounting records

- Financial statements
- Tax records
- Banking records

5.3 Human Resources

- Employment contracts
- Payroll records
- Disciplinary records

5.4 Operational Records

- Project documentation
- Technical designs and specifications
- Supplier and procurement records

5.5 Commercial Records

- Contracts and agreements
- Client records
- Proposals and tenders

5.6 IT and Systems

- System records
- Software and infrastructure documentation

5.7 Marketing

- Branding materials
- Presentations

6. PROCESSING OF PERSONAL INFORMATION (POPIA REQUIREMENT)

6.1 Categories of Data Subjects

- Employees
- Clients
- Suppliers
- Service providers

6.2 Categories of Personal Information

- Identification information
- Contact details
- Financial information
- Employment records

6.3 Purpose of Processing

- Contractual obligations
- Regulatory compliance
- Operational requirements

6.4 Recipients of Personal Information

- Regulators
- Financial institutions
- Service providers

6.5 Cross-Border Transfers

Personal information may be transferred outside South Africa where required for business operations, subject to appropriate safeguards.

6.6 Security Measures

The company implements reasonable technical and organisational measures to protect personal information.

6.7 Retention of Records

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected or as required by applicable law.

6.8 Information Security

NuWater Systems (Pty) Ltd implements appropriate, reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised destruction of personal information, and unlawful access to or processing of personal information.

7. REQUEST PROCEDURE (UPDATED)

To request access to records:

1. Complete **Form 02 (Request for Access to Record)**
2. Submit to the Information Officer at:
 - Email: info@nuwater.com
3. Pay the prescribed request fee (if applicable)
4. You will be notified of:
 - Receipt of request
 - Outcome (approval/refusal)
 - Applicable access fees

8. FEES

Fees are prescribed by the Information Regulator and may include:

- Request fee
- Access fee
- Reproduction costs

A requester will be informed of fees before processing continues.

9. GROUNDS FOR REFUSAL

Access may be refused in accordance with PAIA, including:

- Protection of personal information
- Commercial confidentiality
- Legal privilege
- Safety and security concerns

10. REMEDIES AVAILABLE

If a request is refused, the requester may:

- Lodge a complaint with the **Information Regulator**, or
- Apply to a court for relief

11. COMPLAINT TO INFORMATION REGULATOR

Complaints may be submitted using **Form 05** to:

Information Regulator (South Africa)

Email: complaints.IR@justice.gov.za

Website: www.inforegulator.org.za

12. AVAILABILITY OF THE MANUAL

This manual is made available in terms of Section 51 of the Promotion of Access to Information Act and is accessible:

- At the registered offices of NuWater Systems (Pty) Ltd for inspection during normal business hours
- On request from the Information Officer
- On the company website (where applicable)
- Through submission to the Information Regulator's PAIA eServices portal

13. PRESCRIBED FORMS AND ANNEXURES

The following prescribed forms are applicable to requests and complaints in terms of PAIA:

- **Annexure A:** Form 02 – Request for Access to Record of Private Body
- **Annexure B:** Form 05 – Complaint Form to the Information Regulator

These forms are available from:

- The Information Regulator website: <https://www.inforegulator.org.za>
- On request from the Information Officer

Annexure A: Form 02 – Request for Access to Record of Private Body

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]**

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A		DETAILS OF THE DATA SUBJECT	
Surname:			
Full names:			
Identity number:			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			
B		DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (<i>if the responsible party is a natural person</i>):			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

* *Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject

Annexure B: Form 05 – Complaint Form to the Information Regulator

FORM 5

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF
PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF
AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF
PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION,
2018**

[Regulation 7]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Complaint regarding:

- Alleged interference with the protection of personal information
- Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname / registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address :	

B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the complaint)</i>
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	

B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name(s) and surname of adjudicator:	
Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of20.....

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Signature of data subject/ designated person