

# PAIA MANUAL (UPDATED 2026)

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## 1. INTRODUCTION

This manual is prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended, and incorporates the requirements of the Protection of Personal Information Act 4 of 2013 (POPIA).

## 2. COMPANY DETAILS

NC Incorporated

Registration Number: 2025/387052/21

Address: 1<sup>st</sup> Floor, Harbour View Building, South End, Gqeberha

Information Officer: Nicole Carstens

Email: nicole@nclegal.co.za

The Information Officer is duly registered with the Information Regulator.

## 3. INFORMATION REGULATOR

The Information Regulator (South Africa) is responsible for compliance with PAIA and POPIA.

Website: <https://www.justice.gov.za>

Email: PAIACompliance.IR@justice.gov.za

## 4. GUIDE TO PAIA

The guide compiled by the Information Regulator is available online and may be accessed without formal request.

## 5. RECORDS HELD

The firm holds records including: client files, agreements, financial records, HR records, legal documents, and compliance records.

## 6. REQUEST PROCESS

Requests must be submitted using the prescribed form (Form 2).

Requests will be processed within 30 days unless extended.

## 7. GROUNDS FOR REFUSAL

Requests may be refused in accordance with PAIA including protection of personal information, confidential information and legal privilege.

## 8. FEES

Fees are charged in accordance with current PAIA Regulations. Requesters will be informed of applicable fees before processing.

## 9. POPIA COMPLIANCE

The firm processes personal information lawfully and implements appropriate security measures. Data subjects have rights including access, correction, deletion and objection.

## 10. COMPLAINTS

Complaints may be lodged with the Information Regulator.

Approved: \_\_\_\_\_

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