

## **PAIA Manual for NOVEM CONSULTING cc**

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

**Date of Compilation: 25 June 2025**

**Last Updated: 25 June 2025**

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### **1. Introduction**

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA") and incorporates compliance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). The purpose of this manual is to facilitate access to records held by **NOVEM CONSULTING cc**, as required by PAIA, while ensuring compliance with POPIA's data protection principles.

**NOVEM CONSULTING cc** is a close corporation registered in South Africa, providing consulting services in business strategy, financial advisory, and project management. This manual outlines the process for requesting access to records held by the corporation and provides information about the types of records available.

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### **2. Contact Details of NOVEM CONSULTING cc**

- **Name of Entity:** NOVEM CONSULTING cc
  - **Registration Number:** 2011/045090/23
  - **Physical Address:** 24 Sandpiper Place, Hout Bay, Cape Town, 7806, Western Cape
  - **Postal Address:** 24 Sandpiper Place, Hout Bay, Cape Town, 7806, Western Cape
  - **Telephone Number:** +27 82 828 2456
  - **Email Address:** [vred@novem.co.za](mailto:vred@novem.co.za)
  - **Website:** <http://www.novem.co.za>
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### 3. Information Officer

The Information Officer is responsible for handling requests for access to records and ensuring compliance with PAIA and POPIA.

- **Name:** Vredeber AGWR Freiherr von Ketelhodt
- **Designation:** Managing Director
- **Contact Details:**
  - Telephone: +27 82 828 2456
  - Email: [vred@novem.co.za](mailto:vred@novem.co.za)

The Information Officer is registered with the Information Regulator as required by PAIA and POPIA.

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### 4. Guide on How to Use PAIA

The Information Regulator has published a guide on how to use PAIA, as required by Section 10 of the Act. The guide provides detailed information on how to access records held by public and private bodies, including the process for submitting requests and the remedies available if a request is refused.

- **Availability:** The guide is available in the English language.
  - **Access:** It can be obtained from the Information Regulator's website: [www.inforegulator.org.za](http://www.inforegulator.org.za) or by contacting the Information Regulator at:
    - **Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
    - **Telephone:** +27 (0)10 023 5200
    - **Email:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)
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### 5. Categories of Records Held by NOVEM CONSULTING cc

The following categories of records are held by NOVEM CONSULTING cc. Some records may be subject to restrictions under PAIA or POPIA (e.g., personal information or confidential commercial records).

### **5.1 Records Automatically Available (No Request Required)**

- Marketing materials as per website content
- Publicly available company information

### **5.2 Records Available Upon Request (Subject to PAIA)**

- **Company Records:**
  - Incorporation documents
  - Financial statements and tax records
  - Contracts and agreements
- **Human Resources:**
  - Employee records (accessible only by the relevant employee or with consent, per POPIA)
  - Policies and procedures
- **Client and Service Records:**
  - Client contracts and project documentation (subject to confidentiality restrictions)
  - Service delivery reports
- **Operational Records:**
  - Internal policies and procedures
  - Business plans and strategies (subject to commercial confidentiality)
- **POPIA Compliance Records:**
  - Data protection policies
  - Records of data processing activities

**Note:** Access to certain records may be refused if they contain personal information, trade secrets, or other legally protected information under PAIA or POPIA.

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## 6. Request Procedure for Access to Records

To request access to records held by NOVEM CONSULTING cc, follow the procedure below:

### 1. Submit a Request:

- Complete the prescribed **PAIA Request Form (Form C)**, available on the Information Regulator's website: [www.inforegulator.org.za](http://www.inforegulator.org.za).
- Submit the form to the Information Officer via:
  - Email: [vred@novem.co.za](mailto:vred@novem.co.za)
  - Post: 24 Sandpiper Place, Hout Bay, Cape Town, 7806, Western Cape
  - Hand delivery: 24 Sandpiper Place, Hout Bay, Cape Town, 7806, Western Cape

### 2. Details Required in the Request:

- Full name and contact details of the requester
- Description of the records requested
- Preferred format of access (e.g., electronic copy, physical inspection)
- Whether the requester is acting on behalf of another person (proof of authorization required)

### 3. Fees:

- A request fee of R50.00 (as per PAIA regulations) is payable for non-personal requests.
- Additional access fees may apply for copying, searching, or preparing records (fee structure available from the Information Officer).
- Personal requesters (requesting their own personal information) are exempt from the request fee.

### 4. Response Time:

- The Information Officer will respond within **30 days** of receiving the request, unless an extension is required (notified in writing).

- If the request is refused, reasons will be provided, and the requester may lodge a complaint with the Information Regulator or apply to a court for relief.

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## **7. Grounds for Refusal of Access**

NOVEM CONSULTING cc may refuse access to records under the following grounds, as provided in PAIA:

- Protection of personal information of a third party (per POPIA).
- Protection of commercial information (e.g., trade secrets, financial data).
- Records subject to legal privilege.
- Records that could harm the commercial or financial interests of the corporation.
- Requests deemed frivolous or vexatious.

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## **8. POPIA Compliance**

NOVEM CONSULTING cc is committed to protecting personal information in accordance with POPIA. The corporation has implemented the following measures:

- Data protection policies and procedures to ensure lawful processing of personal information.
- Security safeguards to protect personal information from unauthorized access, loss, or damage.
- Processes for handling data subject requests (e.g., access, correction, or deletion of personal information).
- Appointment of an Information Officer to oversee POPIA compliance.

For inquiries about how your personal information is processed, contact the Information Officer.

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## 9. Availability of the Manual

This PAIA Manual is available:

- On the NOVEM CONSULTING cc website: <http://www.novem.co.za>
  - At the principal place of business for inspection during normal business hours: 24 Sandpiper Place, Hout Bay, Cape Town, 7806, Western Cape
  - Upon request from the Information Officer (free of charge in electronic format or subject to copying fees in hard copy).
  - From the Information Regulator's website: [www.inforegulator.org.za](http://www.inforegulator.org.za).
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## 10. Updates to the Manual

This manual will be updated as necessary to reflect changes in the records held by NOVEM CONSULTING cc or amendments to PAIA and POPIA regulations. The latest version will be available as outlined in Section 9.

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## 11. Contacting the Information Regulator

For complaints or further information about PAIA or POPIA, contact:

- **Information Regulator (South Africa)**
  - **Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
  - **Telephone:** +27 (0)10 023 5200
  - **Email:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)
  - **Website:** [www.inforegulator.org.za](http://www.inforegulator.org.za)
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**Signed:**

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Vredeber AGWR Freiherr von Ketelhodt  
**Information Officer**  
NOVEM CONSULTING cc  
**Date:** 25 June 2025

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