PAIA Manual
of
Nu Generation Homes
(Pty) Ltd

Prepared and compiled in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended.

Registration number: 2018/631761/07

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1. INTRODUCTION

Nu Generation Homes (Pty) Ltd conducts business and renders services in Real Estate.

2. THE ACT

The Promotion of Access to Information Act, No 2 of 2000 ("The Act") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies. Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

Wherever reference is made to "**Private Body**" in this manual, it will refer to **Nu Generation Homes (Pty) Ltd**.

This PAIA Manual assist you to-

3.1 check the categories of records held by Nu Generation Homes (Pty) Ltd which are available without a person having to submit a formal PAIA request;

3.2 have a sufficient understanding of how to make a request for access to a record of Nu Generation Homes (Pty) Ltd, by providing a description of the subjects on which Nu Generation Homes (Pty) Ltd holds records and the categories of records held on each subject;

3.3 know the description of the records of Nu Generation Homes (Pty) Ltd which are available in accordance with any other legislation;

3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist you with the records you intend to access;

3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

3.6 know if Nu Generation Homes (Pty) Ltd 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;

3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

3.8 know the recipients or categories of recipients to whom the personal information may be supplied;

3.9 know if Nu Generation Homes (Pty) Ltd 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

3.10 know whether Nu Generation Homes (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. CONTACT DETAILS:

4.1. Chief Information Officer:
Name: Terence Hewitt
Tel: 082 323 0183
Email : terence@nugenerationhomes.co.za

4.2. Deputy Information Officer:
Name: Dean Hewitt
Tel: 084 985 2537
Email: info@nugenerationhomes.co.za

4.3. **GENERAL INFORMATION:**

Name of Private Body: **Nu Generation Homes (Pty) Ltd**

Registration No: 2018/631761/07

Postal Address: 4 Protea Road, Protea Heights, Brackenfell, 7560

Physical Address (or principal place of business): same as above

Telephone No: +27 21 745 9380

E-mail: info@nugenerationhomes.co.za

Website: https://nugenerationhomes.co.za/

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. 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.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1 the Information Officer of every public body, and

5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

5.3.3 the manner and form of a request for-

5.3.3.1 access to a record of a public body contemplated in section 11 of PAIA; and

5.3.3.2 access to a record of a private body contemplated in section 50 of PAIA;

5.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

5.3.6 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-

5.3.6.1 an internal appeal;

5.3.6.2 a complaint to the Regulator; and

5.3.6.3 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;

5.3.7 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of section 92 of PAIA.

5.4 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.

5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Regulator (https://inforegulator.org.za/).

5.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

None

7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that the **Private Body** holds in order to facilitate a request in terms of **The Act**.

The information is classified and grouped according to records relating to the following subject and categories: It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body hold records	Categories of Record

Company Documentation	• Documents of incorporation. • Memorandum and Articles of Association. • Minutes of Board of Directors Meetings. • Records relating to the appointment of directors/auditors/secretary/public officer and other officers.
Financial Records	• Annual Financial Statements • Tax Returns • Accounting Records • Banking Records • Bank Statements • Electronic Banking Records • Asset Register • Rental Agreements • Invoices
Income Tax Records	• PAYE Records. • Documents issued to employees for income tax purposes. • Records of payments made to SARS on behalf of employees. • All other statutory compliances. • VAT • Skill Development Levies. • UIF • Workmen's Compensation
Personnel Records and Documentation	• Employment contracts • Employment Equity Plan • Medical Records (COVID) • Disciplinary Records • Salary Records • SETA Records • Disciplinary Code • Leave Records • Training Records

8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Nu Generation Homes (Pty) Ltd, which includes but is not limited to, the following –

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
EE, Records, Statistics & Minutes	Employment Equity Act 55 of 1998
BCEA IR Records, Personnel Files	Basic Condition of Employment Act 75 of 1997

BBEE, Records, Submissions, Minutes	Broad Based Economic Empowerment Records Act 53 of 2003
COID Medical Records, Submissions	Compensation for Occupational Injuries Desease Act 130 of 1993
Unemployment Insurance, Records	Unemployment Insurance Act, 63 of 2001
Consumer Protection Records, Manual	Consumer Protection Act 68 of 2008
Tax Submissions, Records	Value Added Tax Act, 89 of 1991
Skills Development - Training Records	Skills Development Act 97 of 1998
Skills Development Levy Act	Skills Development Act 97 of 1998
Income Tax submissions, IRP5	Income Tax Act 58 of 1962
POPIA Manual and Records	Protection of Personal Information Act 4 of 2013

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

We only process personal information for:

- Employees - Employment contracts, payroll, SARS, Department of Labour, UIF/WCC, WSP and ATR, Employment Equity
- Customer - Credit Applications, Invoicing, Delivery, comply to SARS
- Suppliers - Credit Applications, Purchases, Collections, Comply with SARS

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

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, vat numbers and bank details, contact details
Suppliers	names, vat registration number, address, contact details, company registration number, product details and bank details
Employees	address, qualifications, gender and race, banking

	details, tax numbers, contact numbers, identity number

9.3 The recipients or categories of recipients to whom the personal information may be supplied

Categories of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

9.4 Planned transborder flows of personal information

The **Private Body** does not transfer personal information of a data subject to a third party in a foreign country.

If it will ever be necessary to transfer personal information to another country, it will be for a lawful purpose, and Nu Generation Homes (Pty) Ltd will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as Nu Generation Homes (Pty) Ltd is obliged under POPIA.

Any transfer of personal information cross border shall be with the data subject's consent, however should it not be reasonably practicable to obtain a data subject's consent, Nu Generation Homes (Pty) Ltd shall transfer the personal information if –
- it will be for the data subject's benefit; and
- the data subject would have given consent should it have been reasonably practicable to obtain such consent.

9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

1. Microsoft Devender
2. Internet & Anti-virus security & Anti Malware

3. Multi factor authentication on all accounts for accessing data in cloud
4. All company data will be backed up to the cloud with cloud security

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by the PRIVATE BODY

Records held by the **Private Body** may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of **The Act**, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in **The Act** relating to the request for access to a record.

The requester must complete the prescribed Form and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

The **Private Body** will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied. If, in addition, the requester requires the reason for the decision in any other manner, he / she must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requesters making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The requester must pay the prescribed fee before any further processing can take place.

11. FEES

When the Information Officer receives the request, such Officer shall by notice require the requester to pay the prescribed request fee (if any), before any further processing of the request.
If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for the **Private Body** to refuse a request for information relates to the:

Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;

Mandatory protection of the commercial information of a third party, if the record contains:

- Trade secrets of that third party;

- Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;

- Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition

Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
Mandatory protection of confidential information of the protection of property;
Mandatory protection of records that would be regarded as privileged in legal proceedings;

The commercial activities of the **Private Body**, which may include:

- Trade secrets of the **Private Body**;
- Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of the **Private Body**;
- Information which, if disclosed could put the **Private Body** at a disadvantage in negotiations or commercial competition;
- A computer program, owned by the **Private Body**, and protected by copyright.

The research information of the **Private Body** or a third party, if its disclosure would reveal the identity or the **Private Body**, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

13. DECISION

The **Private Body** will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30 day period within which the **Private Body** has to decide whether to grant or refuse the request, may be extended for further period of not more than thirty days if the request is for a large amount of information, or the request requires a search for information held at another office of the **Private Body** and the information cannot reasonably be obtained within the original 30 day period. The **Private Body** will notify the requester in writing should an extension be sought.

14. AVAILABILITY OF THE MANUAL

The manual of the **Private Body** is available at the premises of the Private body as well as on the website of the **Private Body**.

15. LINKS TO FORMS:

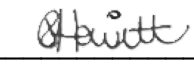
- **Form: Request for Access to Record [Regulation 7]**

https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

- **Form: Outcome of request and of fees payable [Regulation 8]**

https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf

Issued by:



Signature of Information Officer

25 AUGUST 2026

Date:



Signature of Deputy Information Officer

25 AUGUST 2026

Date: