

NURSD

NATURALLY INSPIRED

PAIA MANUAL

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

NURSD ORGANICS (PTY) LTD

trading as **NURSD NATURALLY INSPIRED**

CIPC Registration No. 2020/115741/07

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Meaning
CIPC	Companies and Intellectual Property Commission
DIO	Deputy Information Officer
IO	Information Officer
NURSD	NURSD ORGANICS (PTY) LTD t/a NURSD NATURALLY INSPIRED
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This Manual is intended to assist members of the public to understand how NURSD holds and provides access to records, and how NURSD processes personal information in the context of PAIA and POPIA.

- 2.1** check the categories of records held by NURSD that are available without a person having to submit a formal PAIA request;
- 2.2** understand how to make a request for access to a record by describing the subjects on which NURSD holds records and the categories of records held on each subject;
- 2.3** identify records that are created or available in accordance with other applicable legislation;
- 2.4** access the relevant contact details of the Information Officer who will assist with requests for access to records;
- 2.5** understand the Information Regulator's Guide on how to use PAIA and how to obtain access to it;
- 2.6** understand the purposes for which NURSD processes personal information;
- 2.7** understand the categories of data subjects and the categories of personal information processed;
- 2.8** identify recipients or categories of recipients to whom personal information may be supplied;
- 2.9** understand NURSD's position on transborder flows of personal information; and
- 2.10** understand the general security measures used to support the confidentiality, integrity and availability of personal information under NURSD's control.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer

Full Name	Adam Rooney Selwyn Cloete
Designation	Managing Director / Information Officer
Appointment Date	4 November 2020
Telephone	+27 68 954 1245
Email	adrosemaja@nursd.co.za
Information Regulator Registration No.	2026-064301

3.2 Deputy Information Officer

No Deputy Information Officer is currently designated. This position will be reviewed if NURSD's organisational structure or operational requirements change.

3.3 Access to Information - General Contact

Email	adrosemaja@nursd.co.za
Telephone	+27 68 954 1245

3.4 Registered Private Body and Office Details

Registered Private Body	NURSD ORGANICS (PTY) LTD
Trading Name	NURSD NATURALLY INSPIRED
CIPC Registration No.	2020/115741/07
Physical Address	Unit 052/F33, Ext 25, 22 Gerhardus Street, Strydompark, Randburg, 2160, South Africa
Postal Address	45 Santa Fe, Suikerbekkie Street, Bromhof, Gauteng, 2194, South Africa
Telephone	+27 68 954 1245
Fax	Not applicable — NURSD does not maintain a fax number.
Email	adrosemaja@nursd.co.za
Website	https://nursd.co.za

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

The Information Regulator has made a revised Guide on how to use PAIA available. The Guide is intended to assist persons who wish to exercise their rights under PAIA and POPIA.

The Guide addresses, among other matters, the following:

- the objects of PAIA and POPIA;
- the manner and form of requests for access to records;
- assistance available from Information Officers and the Information Regulator;
- remedies available in law, including complaints to the Regulator and court proceedings;
- the requirement for public and private bodies to compile PAIA Manuals;
- voluntary disclosure of categories of records;
- fees that may apply to requests for access; and
- the regulations made under the PAIA.

The Guide is available from the Information Regulator in the official languages made available by the Regulator and may be obtained from the Regulator's website or on request from NURSD's Information Officer.

Information Regulator	Information Regulator (South Africa)
Telephone	010 023 5200
Toll-free	0800 017 160
Email	enquiries@info regulator.org.za
Physical Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, South Africa
Website	https://info regulator.org.za

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

The following categories of records may be available publicly or voluntarily without a person having to submit a formal PAIA request. Availability does not override confidentiality, privacy, intellectual property, or other lawful restrictions.

Category of Record	Examples / Types of Record	Available on Website	Available on Request
Public website information	Product descriptions and prices; delivery information; contact information; privacy, POPIA and PAIA notices; terms and conditions; promotional information.	Yes	Yes
PAIA and privacy resources	This PAIA Manual; website Privacy, POPIA & PAIA notice; links to prescribed forms and Information Regulator resources.	Yes	Yes

Category of Record	Examples / Types of Record	Available on Website	Available on Request
Public corporate information	Certain company particulars that are publicly obtainable from CIPC or another competent public authority.	No	Where lawfully held and releasable

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

NURSD may create, receive or retain records in accordance with legislation applicable to its status and activities. The following list is not exhaustive and applies only to the extent relevant to NURSD at the time concerned.

Category of Records	Applicable Legislation
Incorporation, governance and company records	Companies Act 71 of 2008
PAIA Manual, PAIA requests and access-to-information records	Promotion of Access to Information Act 2 of 2000, as amended
Privacy, data-subject and information-security records	Protection of Personal Information Act 4 of 2013
Customer, transaction, consumer-service and marketing records	Consumer Protection Act 68 of 2008
Electronic-commerce and electronic-communication records	Electronic Communications and Transactions Act 25 of 2002
Income-tax and related records	Income Tax Act 58 of 1962
Tax administration and recordkeeping	Tax Administration Act 28 of 2011

Current operational status: NURSD has no employees as of the date of this Manual. Employment, payroll, PAYE, UIF and VAT-related records are created and retained where applicable to NURSD's operational and statutory circumstances. NURSD is not currently VAT registered; its turnover is below the compulsory registration threshold, and it has not elected voluntary VAT registration. This Manual must be updated if these circumstances change.

7. SUBJECTS ON WHICH NURSD HOLDS RECORDS AND CATEGORIES OF RECORDS

The existence of a record in a category does not guarantee access. Each request is considered in accordance with PAIA and other applicable law.

Subject	Categories of Records
Corporate and Governance	CIPC records; incorporation documents; director records; resolutions; statutory registers; regulatory registrations; compliance records; Information Regulator registration records.
Finance, Accounting and Tax	Accounting records; income and expenditure records; invoices; supplier invoices; customer invoices; purchase records; payment records; banking-related business records; tax records; management accounts or financial statements where applicable.
Customers and E-Commerce	Customer account information; contact details; billing and delivery information; orders; invoices; order-status records; payment-status records; delivery/courier records; cancellations, returns or refund-related records where applicable; customer service records.

Subject	Categories of Records
Products and Inventory	Product records; descriptions; product images; pricing; inventory records; inventory movement logs; supplier product information; stock and operational administration records.
Suppliers and Service Providers	Supplier/service-provider details; quotations; invoices; agreements; correspondence; payment information; fulfilment and service-administration records.
Marketing and Newsletter	Newsletter subscriptions; unsubscribe records; communication preferences; marketing and campaign records; product reviews; consent-related records where applicable.
Website, Security and Technology	Website administration records; authorised access records; security and activity logs; technical/error logs; database administration records; backups; hosting-related records; system-security records.
Communications and Compliance	Contact-form submissions; email correspondence; customer enquiries; complaints; supplier/service-provider correspondence; PAIA and POPIA requests and responses; regulatory correspondence.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

NURSD processes personal information only for lawful and legitimate business, contractual, regulatory, security and administrative purposes. These may include:

- creating and administering customer accounts;
- processing, fulfilling and delivering customer orders;
- processing and verifying payments and transaction status;
- preparing invoices and maintaining transaction records;
- providing customer service and responding to enquiries;
- administering product reviews, newsletters and communication preferences;
- maintaining supplier and service-provider relationships;
- maintaining financial, tax and company records;
- maintaining website, account and transaction security;
- preventing or investigating fraud, misuse or unauthorised activity;
- meeting legal, regulatory and recordkeeping obligations;
- handling PAIA and POPIA requests; and
- operating, maintaining and improving NURSD's website and related business systems.

8.2 Categories of Data Subjects and Personal Information

Category of Data Subject	Personal Information That May Be Processed
Customers / Prospective Customers	Name and surname; email address; telephone number; billing and delivery address; account/profile information; orders and purchase history; invoices; payment status and transaction information; communications; reviews and feedback; technical/security information associated with the use of the website.
Website Visitors	Technical and security information generated through use of the website, such as access/activity information and IP-related technical data where generated or retained by the relevant systems.
Newsletter Subscribers	Name where provided; email address; subscription status; unsubscribe status; marketing and communication preferences.

Category of Data Subject	Personal Information That May Be Processed
Suppliers / Service Providers	Names and contact details of representatives; business and registration information; quotations; invoices; banking/payment information where relevant; correspondence; contract and service information.
Directors / Authorised Representatives	Identity and contact information; governance and corporate records; authorised-access and regulatory information as applicable.
Regulators / Public Authorities	Official contact, correspondence and compliance information required for statutory or regulatory interaction.
Employees	Employee information, where applicable.

8.3 Recipients or Categories of Recipients

Personal information may be supplied, where reasonably necessary and lawfully permitted, to the following categories of recipients:

- payment service providers and payment processors;
- courier and delivery service providers;
- website hosting and information-technology service providers;
- email and communications service providers;
- accounting, legal or other professional advisers;
- suppliers where necessary to administer a transaction or service;
- regulators, public authorities and law-enforcement bodies where lawfully required; and
- other external service providers engaged for legitimate NURSD business activities.

NURSD seeks to limit disclosure to information reasonably necessary for the relevant service, function or lawful purpose.

8.4 Planned Transborder Flows of Personal Information

South Africa hosts NURSD's primary website and customer data. NURSD does not presently plan to transfer its primary hosted customer database outside South Africa.

Certain external technology, communications, payment or other service providers may, depending on their infrastructure and service arrangements, process or store limited personal information outside the Republic. Where personal information is transferred outside South Africa, NURSD will take reasonable steps to ensure that the transfer is permitted under section 72 of POPIA and is subject to an appropriate lawful basis and safeguards.

8.5 General Description of Information Security Measures

NURSD implements or maintains reasonable technical and organisational safeguards appropriate to its size, systems and processing activities. These measures may include:

- controlled administrative access and user authentication;
- password and credential protection;
- HTTPS/secure website transport;
- role-appropriate or need-to-know access restrictions;
- security and activity logging;
- separation and protection of configuration/credential information;
- hosting security controls and system backups;
- reasonable software and application security measures;
- monitoring and review of relevant website and administrative activity; and
- reasonable safeguards in arrangements with external service providers.

Security measures are reviewed and strengthened where reasonably necessary, having regard to changes in technology, risks, services and business operations.

9. AVAILABILITY OF THE MANUAL

A copy of this Manual is available:

- electronically on the NURSD NATURALLY INSPIRED website at <https://nursd.co.za>;
- from the Information Officer upon request, subject to applicable PAIA requirements;
- for public inspection at NURSD's principal place of business during normal business hours; an appointment may be arranged in advance for convenience; and
- to the Information Regulator upon request or through the Information Regulator's eServices facilities, where applicable.

Where a prescribed or reasonable fee is lawfully payable for copies or access, the requester will be advised before the relevant copies or access are provided.

10. UPDATING OF THE MANUAL

The Information Officer will review this Manual periodically and update it where reasonably necessary, including when material changes occur to NURSD's business activities, contact details, categories of records, data subjects, personal information processing, service-provider arrangements, international processing, security measures, or statutory obligations.

The latest approved version published by NURSD supersedes earlier versions.

APPENDIX A - PRESCRIBED FORMS AND OFFICIAL RESOURCES

The Information Regulator maintains the current prescribed PAIA forms and POPIA forms. Requesters should use the current form published by the Regulator at the time of the request.

Resource	Purpose	Official Source
PAIA Form 2	Request for Access to Record	Information Regulator
PAIA Form 3	Outcome of Request and Fees Payable	Information Regulator
PAIA Form 5	Complaint Form	Information Regulator
POPIA Forms	Objection, correction/deletion and complaint resources	Information Regulator
PAIA Guide	Guide on how to use PAIA	Information Regulator
Information Regulator	Official website	Information Regulator

APPROVAL AND SIGNATURE

This PAIA Manual is approved and issued on behalf of NURSD ORGANICS (PTY) LTD t/a NURSD NATURALLY INSPIRED.

Information Officer	Adam Rooney Selwyn Cloete
Designation	Managing Director / Information Officer
Document Version	1.0
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Signature:



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