



NexMotion Technologies Pty (LTD)
: 2025/227658/07

PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- **"CEO"** Chief Executive Officer
- **"DIO"** Deputy Information Officer
- **"IO"** Information Officer
- **"Minister"** Minister of Justice and Correctional Services
- **"PAIA"** Promotion of Access to Information Act No. 2 of 2000 (as Amended)
- **"POPIA"** Protection of Personal Information Act No. 4 of 2013
- **"Regulator"** Information Regulator
- **"Republic"** Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual serves to:

- Help members of the public understand what information is held by NexMotion Technologies (trading as Pampiri)
- Explain how to request access to such information
- List the categories of records available without a formal PAIA request

- Provide contact details of the Information Officer and Deputy Information Officer
- Describe the request procedures and applicable fees
- Outline grounds for refusal and available remedies
- Describe how personal information is processed under POPIA

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Chief Information Officer

Name: Casious Segeale Mookamedi

Tel: 0781758732 / 0685517535

Email: info@nexmotiontechnologies.co.za / mookamedi@nexmotiontechnologies.co.za

Website: www.mypampiri.co.za / www.nexmotiontechnologies.co.za

3.2 Deputy Information Officer

Name: N/A

Tel: N/A

Email: N/A

Fax Number: N/A

3.3 Access to Information General Contacts

Email: support@mypampiri.co.za

3.4 Place of Operation

Physical Address: 1188 Nkomanini, Tzaneen, Limpopo, 0870

Telephone: 0781758732 / 0685517535

Email: info@nexmotiontechnologies.co.za / compliance@mypampiri.co.za

Website: www.mypampiri.co.za / www.nexmotiontechnologies.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO

OBTAIN ACCESS TO THE GUIDE

The PAIA Guide is available from the Information Regulator of South Africa:

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

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

Email: enquiries@inforegulator.org.za

Phone: +27 10 023 5200

5. CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE

The following records are available without a formal PAIA request:

- Company information published on our website
- Privacy Policy and POPIA compliance notices
- Terms of Service
- User guides and FAQs
- This PAIA Manual

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

- Companies Act 71 of 2008 (Memorandum of Incorporation, statutory returns)
- Income Tax Act 58 of 1962 (financial and tax records)
- Labour Relations Act 66 of 1995 (employee records)
- POPIA (personal information records and privacy policies)

7. DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS

7.1 Corporate Records

- Company registration documents
- Memorandum of Incorporation
- Governance policies and procedures
- Board resolutions and minutes

- Statutory returns and compliance certificates

7.2 Financial Records

- Invoices and billing records
- Payment records and receipts
- VAT information and returns
- Annual financial statements
- Banking records and statements
- Management accounts and budgets

7.3 Human Resources Records

- Employee contracts and agreements
- Payroll and remuneration records
- Leave records and attendance
- Performance evaluations
- Training and development records
- Disciplinary records

7.4 Customer Data Records

- Customer account details
- Billing and payment information
- Uploaded documents and files
- Service usage records
- Support and communication logs

7.5 Technical & Security Records

- System logs and access records
- Security incident reports
- Data backup and recovery records
- Network and infrastructure documentation
- Software licenses and agreements

7.6 Marketing and Communication Records

- Marketing communications and campaigns
- Customer surveys and feedback
- Promotional materials and advertisements
- Website analytics and metrics

7.7 Operational Records

- Supplier and vendor contracts
- Service level agreements
- Procurement records
- Asset registers and maintenance records

7.8 Contractual Records

- Client service agreements
- Partnership agreements
- Non-disclosure agreements
- Licensing agreements

7.9 Compliance and Regulatory Records

- Regulatory correspondence
- Audit reports and findings
- Compliance monitoring records
- Risk assessments and reports

8. REQUEST PROCEDURES AND PRESCRIBED FORMS

8.1 How to Make a Request

1. **Use the Prescribed Form:** All requests must be made using Form 2 (the current prescribed request form). Form A has been repealed and should not be used.
2. **Obtain the Form:** Form 2 is available at:
<https://info regulator.org.za/paia-forms/>
3. **Complete the Form:** Provide all required information including:
 - a. Personal details of the requester
 - b. Detailed description of the record(s) requested
 - c. Format in which access is required
 - d. Purpose for which the information will be used
4. **Submit the Request:** Send the completed form to:
 - a. Email: info@nexmotiontechnologies.co.za
 - b. Physical address: 1188 Nkomanini, Tzaneen, Limpopo, 0870
5. **Pay Required Fees:** Payment of applicable fees must accompany the

request

8.2 Step-by-Step Procedure

1. Complete Form 2 in full
2. Pay the request fee (if applicable)
3. Submit the form and proof of payment
4. Await acknowledgment of receipt (within 7 days)
5. Receive decision within 30 days (extendable by 30 days in specific circumstances)
6. Pay access fees if request is granted
7. Receive access to the requested records

9. FEE STRUCTURE

9.1 Request Fees

- Personal requests: No fee
- Commercial requests: R50.00 per request

9.2 Access Fees

- Photocopy/printed pages (A4): R2.00 per page
- Printed copy of A4-size page or part thereof: R2.00
- Copy in computer-readable format (per A4 page): R5.00
- Transcription of visual images per A4 page: R40.00
- Copy of visual images: R60.00

9.3 Search and Preparation Fees

- Search and preparation time: R30.00 per hour (after first hour)
- Postage: Actual postal fee

9.4 Deposit Requirements

- If search and preparation time exceeds 6 hours, a deposit of one-third of the access fee is required
- The deposit must be paid before processing begins

9.5 Payment Methods

- Electronic transfer
- Cash (at our offices)
- Cheque or bank draft

10. DECISION TIMEFRAMES

- **Initial Decision:** Within 30 days of receiving a complete request
- **Extension:** May be extended by an additional 30 days if:
 - The request is for a large number of records
 - The request requires a search through a large number of records
 - Consultation with third parties is required
 - The requester must be notified of any extension within 30 days

11. FORM OF ACCESS

Information can be provided in the following formats:

- **Inspection:** View records at our offices during business hours
- **Hard Copy:** Printed or photocopied documents
- **Electronic Copy:** Email, USB drive, or downloadable format
- **Audio/Visual:** For multimedia content
- **Transcription:** Written version of audio/visual content

The requester may specify their preferred format, subject to practical and legal constraints.

12. GROUNDS FOR REFUSAL

Access to records may be refused on the following grounds (sections 62-70 of PAIA):

12.1 Mandatory Protection

- Protection of personal information of third parties
- Protection of deceased persons' reputation
- Protection of legal professional privilege
- Protection of commercial information of third parties
- Protection of confidential information of third parties

12.2 Protection of Safety and Security

- Safety of individuals and protection of property
- Protection of records privileged from production in legal proceedings
- Protection of research information of third parties
- Protection of police dossiers

12.3 Commercial and Economic Interests

- Protection of commercial information of the private body
- Protection of research information of the private body
- Protection of operations of the private body

12.4 Balancing Test

Where applicable, the public interest in disclosure will be weighed against the harm that disclosure may cause.

13. THIRD PARTY NOTIFICATION PROCEDURES

13.1 When Third Party Consent is Required

Before disclosing information that may affect third parties, we will:

1. Notify the third party within 21 days of receiving the request
2. Provide the third party with the request details
3. Allow the third party 21 days to make representations
4. Consider third party objections before making a decision

13.2 Third Party Rights

Third parties have the right to:

- Object to the disclosure
- Make representations against disclosure
- Appeal any decision to grant access

14. PROCESSING OF PERSONAL INFORMATION

14.1 Purpose of Processing

- Service provision (document processing, user accounts, payments)
- Security and fraud prevention
- Legal compliance and reporting
- Marketing (with consent)

14.2 Categories of Data Subjects & Information

- **Customers/Clients:** Names, emails, billing details, uploaded documents
- **Employees:** Personal details, qualifications, contracts, payroll
- **Service Providers:** Company registration, VAT, bank details

14.3 Recipients of Personal Information

- Cloud hosting providers (Firebase, DeepSeek)
- Payment processors (Payfast)
- Analytics providers (Google Analytics, Mixpanel)
- Email/communication providers (EmailJS, SendGrid, Mailchimp, Intercom)

14.4 Transborder Flows

Data may be stored or processed in the United States and European Union with adequate safeguards (e.g., Standard Contractual Clauses).

14.5 Security Measures

- AES-256 encryption at rest, TLS 1.3 in transit
- Multi-factor authentication, role-based access
- Firewalls, intrusion detection, VPNs
- Employee confidentiality agreements and training

15. APPEAL AND COMPLAINT PROCEDURES

15.1 Internal Appeal

- Appeal internally to the CEO within 30 days of the decision
- Internal appeal must be in writing stating grounds for appeal
- Decision on internal appeal within 30 days

15.2 Complaint to Information Regulator

- Lodge a complaint within 180 days of the decision
- Submit complaint to: enquiries@inforegulator.org.za
- Include all relevant documentation and correspondence

15.3 Court Application

- Apply to court within 180 days of the decision
- Seek appropriate relief including mandamus or damages
- Legal representation may be required

15.4 Contact Information for Appeals

Information Regulator:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: enquiries@infoeregulator.org.za

Phone: +27 10 023 5200

16. PUBLIC INTEREST OVERRIDE

Even where grounds for refusal exist, access may still be granted if disclosure would be in the public interest and outweigh the harm that disclosure may cause. Factors considered include:

- Public safety and health
- Environmental concerns
- Exposure of wrongdoing or negligence
- Accountability of public and private bodies
- Fair legal proceedings

17. AVAILABILITY OF THE MANUAL

This manual is available:

- **Website:** <https://www.mypampiri.co.za/privacy-policy>
- **Physical Inspection:** At our registered office (1188 Nkomanini, Tzaneen, Limpopo, 0870) during normal business hours (08:00-17:00, Monday to Friday)
- **Information Regulator:** Upon request from the Information Regulator
- **Free Copy:** A reasonable number of copies will be made available at no charge

18. UPDATING OF THE MANUAL

This manual will be:

- Reviewed annually or when significant changes occur
- Updated to reflect legislative changes
- Republished on our website when updated
- Made available to the Information Regulator when updated

19. FALSE INFORMATION WARNING

WARNING: In terms of section 89 of PAIA, it is an offense to deliberately provide false or misleading information in a request for access to information.

This may result in:

- Criminal prosecution
- Fines or imprisonment
- Civil liability for damages caused

ISSUED BY:

Casious Segeale Mookamedi

Chief Executive Officer

NexMotion Technologies (Pampiri)

Date: 12 September 2025

