

PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

NextStep Flooring (Pty) Ltd

Registration Number	2026/260087/07
Business Type	Private Company (Pty) Ltd
Information Officer	Jeandre Nel
Address	14B Southwell Manor, Port Alfred, Eastern Cape, 6170
Telephone	+27 60 586 8983
Email	info.nsflooring@gmail.com
Website	https://nextstepflooringec.co.za
Last updated	24 August 2026

This manual explains how members of the public may request access to records held by NextStep Flooring (Pty) Ltd and provides information required under PAIA and POPIA.

1. Introduction

This manual has been prepared by NextStep Flooring (Pty) Ltd in accordance with the Promotion of Access to Information Act 2 of 2000 ("PAIA").

PAIA gives effect to the constitutional right of access to information held by public and private bodies where that information is required for the exercise or protection of rights.

This manual explains:

- the records held by NextStep Flooring (Pty) Ltd;
- how a person may request access to those records;
- the contact details of the Information Officer;
- the categories of records that may be available;
- records that may be available without a formal PAIA request;
- how personal information is processed;
- the categories of data subjects whose personal information may be processed;
- recipients or categories of recipients of personal information;
- possible transfers of personal information outside South Africa; and
- security measures used to protect personal information.

2. Business Details

Registration Number: 2026/260087/07

Business Type: Private Company (Pty) Ltd

Information Officer: Jeandre Nel

Address: 14B Southwell Manor, Port Alfred, Eastern Cape, 6170

Telephone: +27 60 586 8983

Email: info.nsflooring@gmail.com

Website: <https://nextstepflooringec.co.za>

NextStep Flooring (Pty) Ltd provides flooring supply, installation and related flooring services to residential and selected commercial customers.

3. Information Officer

The Information Officer for NextStep Flooring (Pty) Ltd is:

Information Officer: Jeandre Nel

Email: info.nsflooring@gmail.com

Telephone: +27 60 586 8983

Address: 14B Southwell Manor, Port Alfred, Eastern Cape, 6170

The Information Officer is responsible for handling requests for access to records and overseeing compliance with PAIA and applicable requirements under the Protection of Personal Information Act 4 of 2013 ("POPIA").

4. Guide on How to Use PAIA

The Information Regulator of South Africa has published a guide explaining how PAIA works and how members of the public may exercise their rights under the Act.

The guide contains information about:

- the purpose of PAIA;
- how to make a request for access to records;

- fees that may apply;
- grounds on which access may be refused;
- remedies available where access is refused; and
- the roles of public and private bodies.

The current guide and related PAIA forms can be obtained from the Information Regulator of South Africa. Further information is available on the Information Regulator's official website.

5. Records Available Without a Formal PAIA Request

Certain records may be available without requiring a formal PAIA request. These may include:

- information published on our website;
- our Privacy Policy;
- our Cookie Policy;
- our PAIA Manual;
- general service information;
- contact details;
- marketing materials;
- publicly available social media content;
- general information regarding products and services;
- information published on our Google Business Profile; and
- records that NextStep Flooring (Pty) Ltd chooses to make publicly available.

The fact that a record falls within one of these categories does not necessarily mean that every record of that type is automatically available.

6. Categories of Records Held by NextStep Flooring (Pty) Ltd

6.1 Company and Corporate Records

- company registration documents
- company ownership or directorship records
- internal policies and procedures
- resolutions and corporate records
- agreements
- statutory records
- insurance documents
- regulatory or compliance records

6.2 Financial and Accounting Records

- quotations
- invoices
- receipts
- proof of payment
- banking records
- accounting records
- tax records
- expense records
- supplier invoices
- customer payment information
- financial statements
- records maintained for statutory accounting or tax purposes

6.3 Customer Records

- customer names
- contact details
- addresses
- enquiry information
- quotation requests
- measurements
- project details
- photographs
- product selections
- installation details
- customer correspondence
- invoices and payment records
- warranties
- complaints
- aftercare information
- reviews or testimonials

6.4 Supplier and Service Provider Records

- supplier contact details
- supplier agreements
- price lists
- product information
- purchase orders
- invoices
- delivery information
- contractor information
- correspondence with suppliers and service providers

6.5 Employee, Contractor and Personnel Records

- names and contact details
- identity or verification information
- employment or contractor agreements
- payment records
- tax-related information
- leave records
- disciplinary records
- training records
- health and safety records
- performance-related records
- other information required for employment or contractor administration

6.6 Website and Technology Records

- website enquiry submissions
- website analytics
- website traffic information
- cookie consent records
- technical logs
- IP addresses
- device information
- security records
- user access records

- website content
- domain records
- records relating to website service providers

6.7 Marketing and Communications Records

- email correspondence
- WhatsApp messages
- telephone enquiry records
- social media correspondence
- reviews and testimonials
- customer consent records
- marketing contact lists where lawfully maintained
- project photographs
- advertising records
- promotional materials

6.8 Legal and Compliance Records

- POPIA documentation
- PAIA documentation
- privacy and security policies
- data breach records
- complaints
- access requests
- regulatory correspondence
- legal agreements
- dispute records
- records required by law

7. Records Maintained in Terms of Other Legislation

NextStep Flooring (Pty) Ltd may maintain records in accordance with legislation that applies to the business. Depending on the circumstances, this may include records relating to:

- the Companies Act 71 of 2008;
- the Income Tax Act 58 of 1962;
- the Value-Added Tax Act 89 of 1991, where applicable;
- the Tax Administration Act 28 of 2011;
- the Consumer Protection Act 68 of 2008;
- the Basic Conditions of Employment Act 75 of 1997, where applicable;
- the Labour Relations Act 66 of 1995, where applicable;
- the Occupational Health and Safety Act 85 of 1993;
- the Protection of Personal Information Act 4 of 2013;
- the Promotion of Access to Information Act 2 of 2000;
- electronic communications legislation where applicable; and
- other legislation relevant to the operation of the business.

The inclusion of legislation in this section does not mean that every Act listed necessarily applies to every activity of the business at all times.

8. How to Request Access to a Record

A person who wishes to request access to a record held by NextStep Flooring (Pty) Ltd should submit a request to the Information Officer.

The request should:

- identify the requester;
- provide sufficient contact details;
- clearly identify the record or category of records being requested;
- explain the right the requester seeks to exercise or protect;
- explain why access to the record is required for that purpose;
- specify the preferred form of access where applicable; and
- provide any additional information reasonably required to locate the record.

Requests should be sent to:

Information Officer: Jeandre Nel

Email: info.nsflooring@gmail.com

Telephone: +27 60 586 8983

Address: 14B Southwell Manor, Port Alfred, Eastern Cape, 6170

Where prescribed by law, the appropriate PAIA request form should be used. The requester may also be required to provide proof of identity or authority to act on behalf of another person.

9. Fees

PAIA permits certain prescribed fees to be charged in connection with requests for access to records. Where a fee is lawfully payable, NextStep Flooring (Pty) Ltd may require payment before processing or providing access to the requested records.

Applicable fees will be determined according to the prescribed PAIA fee structure in force at the time of the request. Where appropriate, the requester will be informed of:

- the amount payable;
- how the fee was calculated;
- how payment may be made; and
- any rights available to challenge the fee.

10. Grounds for Refusing Access

Access to a requested record may be refused where PAIA permits or requires refusal. Possible grounds may include the protection of:

- the privacy of another person;
- confidential commercial information;
- trade secrets;
- financial or business information;
- confidential information supplied by a third party;
- the safety of individuals;
- legally privileged information;
- law-enforcement or regulatory processes;
- research information; or
- other information protected under PAIA or another applicable law.

Each request will be considered on its own facts. Where access is refused, the requester will be informed of the decision and, where required, the reasons for refusal and available remedies.

11. Processing of Personal Information

NextStep Flooring (Pty) Ltd processes personal information in accordance with POPIA. Personal information may be processed for purposes including:

- responding to enquiries;
- arranging site visits and measurements;

- preparing quotations;
- providing flooring products and installation services;
- managing customer relationships;
- processing payments;
- issuing invoices;
- ordering products and materials;
- communicating with customers;
- maintaining accounting and tax records;
- handling warranties and aftercare;
- improving services;
- website analytics;
- security;
- fraud prevention;
- legal and regulatory compliance; and
- marketing where permitted by law.

Further information is available in our Privacy Policy.

12. Categories of Data Subjects

NextStep Flooring (Pty) Ltd may process personal information relating to:

- prospective customers;
- existing customers;
- former customers;
- website visitors;
- suppliers;
- supplier representatives;
- contractors;
- installers;
- employees, where applicable;
- job applicants, where applicable;
- professional advisers;
- business partners;
- regulatory or government representatives; and
- other individuals who communicate or do business with NextStep Flooring (Pty) Ltd.

13. Categories of Personal Information Processed

Depending on the relationship and purpose, personal information may include:

- names and surnames;
- telephone numbers;
- email addresses;
- physical and installation addresses;
- billing information;
- identity information where required;
- project details;
- measurements;
- photographs;
- correspondence;
- quotations;
- invoices;
- payment records;
- website usage information;

- device and browser information;
- IP addresses;
- cookie-related information;
- supplier details;
- employment-related information, where applicable; and
- any other information voluntarily provided or lawfully collected.

14. Recipients or Categories of Recipients

Personal information may be shared where reasonably necessary with:

- authorised employees or team members;
- installers and contractors;
- flooring suppliers;
- manufacturers;
- accountants and bookkeepers;
- professional advisers;
- insurers;
- banking or payment providers;
- website and technology providers;
- Wix;
- Google;
- analytics providers;
- email and communication providers;
- IT and security providers;
- regulators;
- government authorities;
- law-enforcement authorities; and
- other service providers where reasonably necessary.

NextStep Flooring (Pty) Ltd does not sell personal information.

15. Cross-Border Transfers of Personal Information

Some service providers used by NextStep Flooring (Pty) Ltd may store or process personal information outside South Africa. This may include providers involved in website hosting, cloud services, analytics, email, communications, online forms and other technology services.

Where personal information is transferred outside South Africa, NextStep Flooring (Pty) Ltd will take reasonable steps to ensure that the transfer is handled in accordance with POPIA. This may include reliance on:

- appropriate contractual safeguards;
- adequate data protection laws in the recipient country;
- binding corporate or provider protections;
- consent where appropriate; or
- another lawful basis permitted under POPIA.

16. Security Measures

NextStep Flooring (Pty) Ltd takes reasonable technical and organisational measures to protect personal information. These may include:

- password-protected systems;
- strong passwords;
- two-factor authentication where available;
- limited user access;

- secure devices;
- access controls;
- website security measures;
- secure cloud services;
- regular review of account access;
- removal of access when no longer required;
- appropriate handling of customer records;
- staff awareness;
- backup and recovery practices where appropriate; and
- procedures for responding to suspected security compromises.

No system can be guaranteed to be completely secure, but reasonable safeguards are maintained in relation to the nature of the information processed.

17. Security Compromises

Where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, NextStep Flooring (Pty) Ltd will take appropriate steps in accordance with POPIA. These may include:

- securing affected systems;
- investigating the incident;
- identifying affected information;
- recording the incident;
- limiting further exposure;
- assessing applicable legal obligations;
- notifying the Information Regulator where required; and
- notifying affected individuals where required.

Security incidents should be reported to the Information Officer as soon as possible.

18. Requests Relating to Personal Information

Individuals may, subject to POPIA and applicable limitations:

- request confirmation of whether personal information is held about them;
- request access to their personal information;
- request correction of inaccurate information;
- request deletion or destruction where permitted;
- object to certain processing;
- withdraw consent where processing is based on consent;
- object to direct marketing; and
- lodge complaints regarding processing.

Requests should be submitted to the Information Officer at info.nsflooring@gmail.com. The requester may be required to verify their identity before access is granted or changes are made.

19. Availability of This Manual

This PAIA Manual is available:

- on the NextStep Flooring website at <https://nextstepflooringec.co.za>;
- from the Information Officer on request; and
- at the principal business address where required.

A copy may be requested by contacting info.nsflooring@gmail.com or +27 60 586 8983.

20. Updates to This Manual

NextStep Flooring (Pty) Ltd may update this manual from time to time where:

- business details change;
- the Information Officer changes;
- legislation or regulatory guidance changes;
- new categories of records are created;
- new technology or service providers are introduced;
- personal information processing activities change; or
- other material changes occur.

The latest version will be made available through the business website.

21. Contact Details

For all PAIA and POPIA-related requests, contact:

NextStep Flooring (Pty) Ltd

Registration Number: 2026/260087/07

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Port Alfred
Eastern Cape
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South Africa

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