

# Manual Of Nuhorizon Staffing Solutions cc (Private Body)

Prepared and compiled on 08 May 2025 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Nuhorizon Staffing Solutions cc.

**Registration number:** 2011/063568/23

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## 1. INTRODUCTION

Nuhorizon Staffing Solutions CC is a South African visa processing agency. We offer consultation in the recruitment, screening, selection, placements and administrative co-ordination, orientation and logistic arrangements of employees working in the amusement and recreation industry abroad.

## 2. THE ACT

The Promotion of Access to Information Act, No 2 of 2000 ("The Act" or "PAIA") 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.

This PAIA Manual assist you to-

- 3.1 check the categories of records held by Nuhorizon Staffing Solutions cc 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 Nuhorizon Staffing Solutions cc, by providing a description of the subjects on which Nuhorizon Staffing Solutions cc holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Nuhorizon Staffing Solutions cc 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(s) 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 Information Regulator, and how to obtain access to it;
- 3.6 know if Nuhorizon Staffing Solutions cc processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and 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 Nuhorizon Staffing Solutions cc plans 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 Nuhorizon Staffing Solutions cc has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### **4. CONTACT DETAILS:**

Information Officer:  
Kim Langford

Postal Address:  
Unit 26 Prestige Business Park  
Democracy Way  
Marconi Beam  
Cape Town  
7441

Physical Address:  
Unit 26 Prestige Business Park  
Democracy Way  
Marconi Beam  
Cape Town  
7441

Telephone No:  
0215529183

E-mail:  
kim@nuhrzn.co.za

Deputy Information Officer:

Elizabeth Matthee

#### **GENERAL INFORMATION:**

Name of Private Body:  
**Nuhorizon Staffing Solutions cc**

Registration No:  
2011/063568/23

Postal Address:  
Unit 26 Prestige Business Park  
Democracy Way  
Marconi Beam  
Cape Town  
7441

Physical Address (or principal place of business):  
Unit 26 Prestige Business Park  
Democracy Way  
Marconi Beam  
Cape Town  
7441

Telephone No:  
0215529183

E-mail:  
[kim@nuhrzn.co.za](mailto:kim@nuhrzn.co.za)

Website:  
[www.nuhorizon.co.za](http://www.nuhorizon.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 Information Officer of a public body in terms of PAIA and POPIA;
  - 5.3.5 the assistance available from the Information 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 Information Regulator (<https://info regulator.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**

N/A

## 7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Nuhorizon Staffing Solutions cc holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Applicants	<ul style="list-style-type: none"><li>- Documents prepared pertaining to travel abroad</li><li>- Travel documentation</li><li>- Vetting documentation required for travel abroad</li><li>- Criminal checks required for travel abroad</li><li>- Employee records</li><li>- Health checks required for travel abroad</li><li>- CV's</li></ul>
Clients	<ul style="list-style-type: none"><li>- Proforma Invoices</li><li>- Invoices</li><li>- Service Agreements</li><li>- Client request forms</li></ul>
Suppliers	<ul style="list-style-type: none"><li>- Quotations</li><li>- Invoices</li></ul>
Human Resources	<ul style="list-style-type: none"><li>- HR Policies and Procedures</li><li>- Health checks for employment purposes</li><li>- Criminal checks for employment purposes</li><li>- ID documentation</li><li>- Tax related documentation</li><li>- UIF related documentation</li><li>- PAYE related documentation</li><li>- SDL related documentation</li></ul>

## 8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Nuhorizon Staffing Solutions cc, which includes but is not limited to, the following –

<b>Category of Records</b>	<b>Applicable Legislation</b>
Memorandum of Incorporation	Companies Act 71 of 2008 Companies Act, 61 of 1973
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Labour Law	Labour Relations Act, 66 of 1995 – Basic Conditions of Employment Act, 75 of 1997
Employment Equity	Employment Equity Act, 55 of 1998
ECTA	Electronic Communications and Transactions Act, 36 of 2005
COIDA	Compensation for Occupational Injuries and Diseases Act, 130 of 1993
Constitution	Constitution of the Republic of South Africa, 108 of 1996
UIF	Unemployment Insurance Act, 63 of 2001
Skills Development	Skills Development Act, 9 of 1997 Skills Development Levy Act, No. 9
Income Tax	Income Tax Act, 58 of 1962
Personal Records	Protection of Personal Information Act 4 of 2013
OHS	Occupational Health and Safety Act 85 of 1993

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
- Clients - Providing Employees, Invoicing, Delivery, Comply with SARS
- Suppliers - Credit Applications, Purchases, Collections, Comply with SARS
- Applicants - Employment Contracts, Payroll, SARS, Department of Labour, UIF/WCC

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

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Clients	name, address, attorney contact details, registration numbers
Suppliers	names, registration number, vat numbers, address, contact details, product details and bank details
Employees	names, address, qualifications, banking details, tax numbers, identity numbers, contact details, criminal background checks, health information, passport information, next of kin
Applicants	names, address, qualifications, banking details, tax numbers, identity numbers, contact details, criminal background checks, health information, passport information, next of kin

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

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity number and names, for criminal checks	Third Party Service Provider
All personal information of Applicants relating to international employees	Client / International Employer
All personal/employment information relating to legal issues	Third party attorney / Responsible Party Attorney

#### **9.4 Planned transborder flows of personal information**

We transfer information to the following countries:

- Kuwait
- Saudi
- UK
- European countries
- USA

The following categories of information is transferred outside the borders of South Africa:

- Applicant's personal/employment information required for international employment

#### **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**

- Company POPI information security policies are in place
- Password protection on all company devices
- Anti-virus active on all computers
- IT Engineering (HelloYes) which hosts and assists with data base (external)
- IT Networker dealing with password / network assistance (external)
- IT Specialist assisting with system passwords and network (internal)
- Staff awareness on physical and cyber security measures
- Regular audits done on security status
- POPI Training done with key members of staff

## **10. REQUEST PROCEDURE FOR OBTAINING INFORMATION**

### **Access to records held by Nuhorizon Staffing Solutions cc**

Records held by Nuhorizon Staffing Solutions cc 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 2 (Annexure B) 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 they require 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.

Nuhorizon Staffing Solutions cc 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 in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they 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 requester is 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.

## **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.

The fees applicable to a request for information are set out in Annexure A hereto.

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

## **12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION**

The main grounds for Nuhorizon Staffing Solutions cc 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:
  - o Trade secrets of that third party;
  - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - o 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 Nuhorizon Staffing Solutions cc which may include:
  - o Trade secrets of Nuhorizon Staffing Solutions cc
  - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Nuhorizon Staffing Solutions cc ;
  - o Information which, if disclosed could put Nuhorizon Staffing Solutions cc at a disadvantage in negotiations or commercial competition;
  - o A computer program, owned by Nuhorizon Staffing Solutions cc and protected by copyright.
- The research information of Nuhorizon Staffing Solutions cc or a third party, if its disclosure would reveal the identity of Nuhorizon Staffing Solutions cc, 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**

Nuhorizon Staffing Solutions cc 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 requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

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

### **AVAILABILITY OF THE MANUAL**

The manual of Nuhorizon Staffing Solutions cc is available at the premises of Nuhorizon Staffing Solutions cc as well as on the website of Nuhorizon Staffing Solutions cc.

Signed by: KLangford

Date: July 9th 2025

## ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	For a copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00  R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.