

Noiz Cybersecurity (Pty) Ltd

Access to Information Manual

Compiled in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)

Last updated: January 2026

1. Introduction

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA).

We are Noiz Cybersecurity (Pty) Ltd, a web hosting service provider offering shared hosting, managed hosting, cloud services, and domain registrations. This is our 'Access to Information Manual'. Its purpose is to help you access our information and any other information that we have. PAIA requires us to make it available to you.

This manual exists to tell you what information we have and help you get access to it.

2. Contact Details

The following are our contact details for purposes of this manual and for lodging requests for access to information:

Company Name: Noiz Cybersecurity (Pty) Ltd

Registration Number: 2023/837453/07

Physical Address: 6 Shaul Avenue, Libradene, Boksburg, 1459, South Africa

Postal Address: 6 Shaul Avenue, Libradene, Boksburg, 1459, South Africa

Telephone: +27 76 903 4821

Email: info@noiz.co.za

Website: <https://www.noiz.co.za>

3. Information Officer

We have authorised and designated our Information Officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA.

Information Officer: Wade John Beckett
Email: legal@noiz.co.za
Telephone: +27 76 903 4821

4. South African Human Rights Commission (SAHRC) Guide

The South African Human Rights Commission (SAHRC) has compiled a guide in each official language of South Africa on how to exercise any right under PAIA. The guide is available from the SAHRC at the following contact details:

Physical Address: Forum 3, Braampark Offices, 33 Hoofd Street, Braamfontein
Postal Address: Private Bag X2700, Houghton, 2041
Telephone: +27 11 877 3600
Website: <https://www.sahrc.org.za>

5. Records Automatically Available

We have not published a notice in terms of Section 52(2) of PAIA, however, certain information relating to us and our services is freely available on our website at <https://www.noiz.co.za>. This includes:

- General information about our company and services
- Terms of Service and legal agreements
- Privacy Policy
- Acceptable Use Policy
- Product and service descriptions
- Pricing information
- Contact information

6. Categories of Records Held

We hold various categories of records in electronic or physical form. These include but are not limited to:

6.1 Company Records

- Memorandum of Incorporation and other founding documents
- Minutes of meetings
- Regulatory filings and licences

6.2 Financial Records

- Annual financial statements
- Tax records
- Banking records
- Invoices and receipts

6.3 Personnel Records

- Employment contracts
- Payroll records
- Leave records
- Training records

6.4 Client Records

- Client agreements and contracts
- Client contact information

- Billing and payment records
- Support ticket records
- Service usage data

6.5 Operational Records

- Service level agreements
- Supplier and vendor contracts
- Technical documentation
- Security policies and procedures

7. Request Procedure

To request access to a record, please complete the prescribed form (Form 2 as per Regulation 7 of the PAIA Regulations) and submit it to our Information Officer together with the relevant request fee.

The form is available for download from our website at <https://www.noiz.co.za/legal/> or from the Department of Justice and Constitutional Development website at www.justice.gov.za.

Please submit the completed form to our Information Officer at the contact details provided in Section 3 above.

8. Fees

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are set out in the Fee Schedule published by the Minister of Justice and are available from <https://www.sahrc.org.za>.

You must pay the fees before we will process your request. You may have to pay a further access fee if we grant the request, for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

9. Grounds for Refusal

PAIA recognises that the right to access information may be limited to the extent that such limitations are reasonable and justifiable in an open and democratic society. We may therefore refuse access to records in certain circumstances, including where the record contains:

- Confidential information of a third party
- Trade secrets or commercial information that may harm the commercial interests of a third party
- Information that could endanger the life or physical safety of an individual
- Information protected by legal privilege
- Information that would constitute a breach of a duty of confidence
- Research information of a third party
- Information that could prejudice the protection of a person in accordance with a witness protection scheme

10. Processing of Personal Information

In terms of Section 51(1)(c) of PAIA and Section 55 of the Protection of Personal Information Act 4 of 2013 (POPIA), we process the personal information of various categories of persons for various purposes as set out in our Privacy Policy, available at <https://www.noiz.co.za/privacy-policy>.

Categories of data subjects whose personal information we process include:

- Clients and prospective clients
- Employees and contractors
- Suppliers and service providers
- Website visitors

11. Remedies

If your request for access is refused, you may lodge an application with a court against the refusal of the request, or you may lodge a complaint with the Information Regulator in accordance with Section 74 of PAIA.

Information Regulator:

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

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone: +27 10 023 5200

Email: inforeg@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/>

12. Updates to this Manual

This manual may be amended and updated from time to time. If we do so, we will ensure that such changes are published in accordance with PAIA. The latest version of this manual is available on our website at <https://www.noiz.co.za/legal/>.