

Norcera 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. Introduction

This PAIA Manual explains how members of the public may request access to records held by Norcera in terms of the Promotion of Access to Information Act 2 of 2000, as amended.

This Manual also provides information about the categories of records held by Norcera, the records that may be available without a formal PAIA request, and how Norcera processes personal information in terms of the Protection of Personal Information Act 4 of 2013.

For the purposes of this Manual, “Norcera”, “we”, “us” and “our” refer to:

Norcera
operated by Marcel Nortje
Website: www.norcera.co.za
General legal contact: legal@norcera.co.za

Norcera is a South African business that provides lead response and enquiry management technology for businesses.

2. Purpose of this Manual

This Manual is intended to help a requester:

- understand the categories of records held by Norcera;
- identify records that may be available without submitting a formal PAIA request;
- understand how to submit a request for access to a record;
- understand the contact details of the person responsible for access to information requests;
- understand the categories of personal information processed by Norcera;
- understand the purposes for which personal information may be processed;
- understand the categories of recipients to whom personal information may be supplied;
- understand whether personal information may be transferred outside South Africa;
- understand the general security measures used to protect personal information.

This Manual does not guarantee that access to any requested record will be granted. Requests will be considered in accordance with PAIA, POPIA, and other applicable laws.

3. Key contact details

3.1 Information Officer

Name: Marcel Nortje
Position: Information Officer
Email: legal@norcera.co.za
Telephone: Not publicly listed at the date of publication

Requests and privacy queries should be submitted by email to legal@norcera.co.za.

3.2 General PAIA and POPIA contact

Email: legal@norcera.co.za

3.3 Business contact details

Business name: Norcera
Operated by: Marcel Nortje
Website: www.norcera.co.za
Email: legal@norcera.co.za
Telephone: Not publicly listed at the date of publication

4. The Information Regulator's PAIA Guide

The Information Regulator has made available a Guide on how to use PAIA.

The Guide explains, among other things:

- the purpose of PAIA;
- how to make a request for access to records;
- the assistance available from Information Officers;
- the assistance available from the Information Regulator;
- remedies available if a request is refused or not properly handled;
- fees that may apply;
- the forms that may be used when making requests or complaints.

The Guide may be obtained from the Information Regulator.

Information Regulator South Africa
Website: inforegulator.org.za
Email: enquiries@inforegulator.org.za
Telephone: 010 023 5200
Toll-free: 0800 017 160

A copy of the Guide may also be requested from Norcera by contacting legal@norcera.co.za.

5. How to request access to a record

A request for access to a record held by Norcera must be made in the prescribed form.

At the date of this Manual, the prescribed form is generally **Form 2: Request for Access to Record**.

Requests should be submitted to the Information Officer at:

Email: legal@norcera.co.za

A requester should provide enough detail to allow Norcera to identify:

- the record being requested;
- the requester's identity and contact details;
- the right the requester wishes to exercise or protect;
- why the requested record is required for the exercise or protection of that right;
- the preferred form of access, where applicable.

Norcera may request proof of identity before processing a request.

Norcera may also request further information if the request is unclear or does not provide enough detail to identify the requested record.

Access to records may be refused where PAIA or another applicable law allows or requires refusal.

6. PAIA request fees

Fees may apply to PAIA requests as prescribed under PAIA and its regulations.

These may include, where applicable:

- request fees;
- access fees;
- reproduction fees;
- search and preparation fees;
- postage or delivery fees;
- other fees permitted by law.

Norcera may require payment of the prescribed fee before processing or granting access to a request, where permitted by law.

A personal requester requesting access to their own personal information may be treated differently from other requesters where PAIA or POPIA provides for this.

If any fee is payable, Norcera will notify the requester of the amount payable and the basis for the fee.

7. Records available without a formal PAIA request

Certain records may be available without submitting a formal PAIA request.

These records may be available on the Norcera website or upon request, depending on the nature of the record.

Category	Type of record	Available on website	Available upon request
Website information	Public website content	Yes	No
Legal notices	Privacy Notice	Yes	Yes

Legal notices	Website Terms of Use	Yes	Yes
Legal notices	Cookie Notice	Yes	Yes
PAIA	PAIA Manual	Yes	Yes
Marketing material	Public brochures, summaries or service information, where published	Yes, where published	Yes, where available
Company information	Public company information required by law	Yes, where published	Yes, where available

Norcera may refuse access to records that are confidential, commercially sensitive, privileged, private, not required to be disclosed, or protected under PAIA or another applicable law.

8. Records available in accordance with other legislation

Norcera may hold records in accordance with various South African laws, where applicable.

These may include records under the following laws:

Legislation	Possible records
Companies Act 71 of 2008, where applicable	Company registration records, statutory records, resolutions and related corporate records, where applicable
Promotion of Access to Information Act 2 of 2000	PAIA Manual, PAIA requests, PAIA responses and related correspondence
Protection of Personal Information Act 4 of 2013	Privacy records, personal information processing records, data subject requests, consent records and security-related records
Electronic Communications and Transactions Act 25 of 2002	Website, electronic communication and electronic transaction-related records, where applicable
Income Tax Act 58 of 1962	Tax records, accounting records and financial records
Value-Added Tax Act 89 of 1991	VAT records, where applicable
Tax Administration Act 28 of 2011	Tax administration, supporting records and compliance records
Basic Conditions of Employment Act 75 of 1997	Employment records, where applicable

Labour Relations Act 66 of 1995	Employment and labour-related records, where applicable
Unemployment Insurance Act 63 of 2001	UIF records, where applicable
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Employee-related records, where applicable
Consumer Protection Act 68 of 2008	Customer communication, service and complaint-related records, where applicable

This list is not exhaustive. Norcera may hold other records required or permitted by applicable law.

9. Subjects and categories of records held by Norcera

Norcera may hold records in the following broad categories.

The inclusion of a category does not mean that every record in that category will be available to a requester.

Access will be considered in accordance with PAIA, POPIA, confidentiality obligations, legal privilege, commercial sensitivity, and other applicable laws.

Subject	Categories of records
Business and statutory records	Business records, registration records where applicable, governance records, statutory information and related documents
Financial and tax records	Accounting records, invoices, payment records, tax records, financial statements, supporting documents and related correspondence
Customer and prospective customer records	Enquiries, demo requests, contact details, correspondence, proposals, agreements, order forms, service records, reporting summaries where applicable, and account-related records
Supplier and service provider records	Supplier details, contracts, invoices, correspondence, service records and support records
Website and enquiry records	Website submissions, enquiry records, lead response records, reporting summaries where applicable, technical logs, consent records, cookie preference records and related communication
Service and operational records	Service configuration records, support records, service reporting summaries, internal process records, documentation and administrative records
Marketing and communication	Marketing material, campaign records, communication records, mailing consent

records	records and opt-out records
Legal and compliance records	Legal agreements, compliance documents, policies, notices, requests, complaints, risk records and regulatory correspondence
Human resources records, where applicable	Employment or contractor records, recruitment records, payroll-related records, leave records, performance records and workplace policies
Technology, security and system records	Security records, system logs, access records, incident records, infrastructure records and technical support records

Norcera will not disclose commercially sensitive, confidential or security-sensitive records unless required by law or unless disclosure is otherwise appropriate under PAIA.

10. Processing of personal information

Norcera processes personal information for lawful business purposes.

This section should be read together with Norcera's Privacy Notice.

10.1 Purposes of processing personal information

Norcera may process personal information for the following purposes:

- to operate and maintain the website;
- to receive and respond to enquiries;
- to arrange demos and follow-up communication;

to prepare simple reports or summaries about enquiry activity and follow-up, where applicable;

- to provide information about Norcera and Norcera Pulse;
- to assess prospective customer requirements;
- to provide services to customers;
- to manage customer relationships;
- to communicate with suppliers and service providers;
- to manage business operations and administration;
- to issue invoices and manage financial records;
- to comply with tax, business, legal and regulatory obligations;
- to help protect the website, systems, data, users and business from misuse, spam, abuse, fraud and security risks;
- to manage consent, opt-outs and privacy requests;
- to assess website performance and make changes to the website where appropriate;
- to conduct marketing only where permitted by law or consented to where required;
- to establish, exercise or defend legal rights.

10.2 Categories of data subjects and personal information

Norcera may process personal information relating to the following categories of data subjects.

Category of data subject	Personal information that may be processed
Website visitors	IP address, browser information, device information, approximate location, pages visited, referral source, cookie preferences and website interaction data
Enquiry and demo requesters	Name, company name, work email address, mobile number, industry, province, monthly lead volume, usual response time, enquiry details, communication records, booking-related information and summary information where applicable
Customer contacts	Name, business contact details, role, company details, service communication, agreement details, support records, account records, reporting records where applicable and billing-related information
Prospective customer contacts	Name, business contact details, company details, enquiry records, proposal records, sales communication and follow-up records
Supplier and service provider contacts	Name, business contact details, company details, service records, contractual records, invoice records and correspondence
Business contacts	Name, business contact details, company details, communication records and relationship history
Employees, contractors and job applicants, where applicable	Name, contact details, identity or employment-related information, qualifications, employment history, payment details, tax information, correspondence and other information required for employment, contractor or recruitment purposes
Regulators, advisers and legal contacts	Name, contact details, correspondence, professional details and matter-related records

Norcera does not intentionally collect special personal information through its public website forms unless it is specifically requested for a lawful and necessary purpose.

10.3 Recipients or categories of recipients

Norcera may share personal information with recipients or categories of recipients where necessary and lawful.

These may include:

- authorised Norcera personnel;
- website, hosting, infrastructure and security providers;
- email delivery and communication providers;
- business operations and record-keeping providers;
- analytics and website performance providers;
- marketing technology providers, where applicable and permitted;
- calendar, booking or scheduling providers;

- suppliers and service providers involved in providing or supporting services;
- professional advisers, including legal, accounting, tax and compliance advisers;
- payment, banking, invoicing or financial service providers, where applicable;
- regulators, public authorities, law enforcement bodies or courts where required by law;
- other parties where necessary to establish, exercise or defend legal rights.

Norcera does not sell personal information.

10.4 Cross-border transfers of personal information

Some of Norcera's service providers, systems or infrastructure may process or store personal information outside South Africa.

Where personal information is transferred outside South Africa, Norcera will take reasonably practicable steps to support lawful transfers and appropriate safeguards.

These safeguards may include appropriate contractual protections, service-provider commitments, security controls, or other lawful transfer mechanisms.

10.5 General security measures

Norcera takes reasonable and appropriate steps to protect personal information from loss, misuse, unauthorised access, disclosure, alteration or destruction.

These measures may include:

- controlled access to systems;
- password protection and account security;
- access restrictions based on role or need;
- secure handling of form submissions;
- limiting access to enquiry and customer records;
- using reputable service providers;
- monitoring for misuse or suspicious activity;
- applying appropriate technical and organisational safeguards;
- maintaining records only for as long as reasonably necessary;
- reviewing security measures as the business develops.

No system can be guaranteed to be completely secure, but Norcera aims to apply reasonable security measures appropriate to the nature of the information processed and the risks involved.

11. Grounds on which access may be refused

Norcera may refuse access to a record where PAIA or another applicable law allows or requires refusal.

Grounds for refusal may include, among others:

- protection of another person's privacy;
- protection of confidential commercial information;
- protection of confidential information of third parties;
- protection of the safety of individuals or property;
- protection of records privileged from production in legal proceedings;

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- protection of research, technical, security or commercially sensitive information;
 - protection of Norcera's commercial interests;
 - requests that are frivolous, vexatious or an unreasonable diversion of resources;
 - records that cannot be found or do not exist;
 - records that are not required for the exercise or protection of a right.

Each request will be assessed on its own facts and in accordance with PAIA.

12. Remedies available if a request is refused

If a requester is not satisfied with Norcera's response to a PAIA request, the requester may have the right to:

- submit a complaint to the Information Regulator;
- apply to a court for appropriate relief;
- use any other remedy available under applicable law.

The Information Regulator's contact details are available in section 4 of this Manual.

13. Availability of this Manual

A copy of this Manual is available:

- on the Norcera website at www.norcera.co.za;
- by request from Norcera at legal@norcera.co.za;
- to the Information Regulator upon request.

A fee may be payable for copies of this Manual or related records where allowed by PAIA and its regulations.

The Manual is available in English.

14. Updates to this Manual

Norcera may update this Manual from time to time.

The latest version will be published on the Norcera website with the updated date shown at the top.

15. Contact

For PAIA requests, POPIA requests, privacy questions, or questions about this Manual, contact:

Norcera
operated by Marcel Nortje
Information Officer: Marcel Nortje
Email: legal@norcera.co.za
Website: www.norcera.co.za
