



Promotion of Access to Information Manual

Nico Technologies cc

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

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Document status

This manual explains how members of the public may request access to records held by Nico Technologies cc and describes the organisation's processing of personal information. It is a public document and must be read with PAIA, POPIA and the regulations made under those Acts.

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Information Officer	Nicolaas Jacobus Burger de Nysschen
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1 Acronyms and abbreviations

Term	Meaning
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000 as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator South Africa
Republic	Republic of South Africa

2 Purpose of this manual

This manual enables a requester to identify records held by Nico Technologies, understand how to request access, locate the Information Officer, and understand the organisation's principal personal-information processing activities and safeguards.

- Identify records that are available without a formal PAIA request.
- Describe the subjects on which Nico Technologies holds records and the categories held under each subject.
- Identify records maintained under other applicable legislation.
- Explain how to obtain the Regulator's PAIA Guide and submit a request for access.
- Describe categories of data subjects, personal information, recipients, transborder flows and security measures.

3 Contact details for access to information

Contact item	Details
Responsible party	Nico Technologies cc
Information Officer	Nicolaas Jacobus Burger de Nysschen
Information Regulator registration	2026-052776
Telephone	+27 11 568 8143
Email	hello@nicotechnologies.co.za
Website	https://www.nicotechnologies.co.za
Physical address	8 Tugela Avenue, Petersfield Ext. 1, Springs, Gauteng, 1559, South Africa
Postal address	Same as the physical address

No Deputy Information Officer is listed in this version. Requests received through another Nico Technologies channel must be forwarded promptly to the Information Officer.

4 Guide on how to use PAIA

The Information Regulator has published a Guide explaining how to exercise rights under PAIA and POPIA. The Guide includes the objects of the Acts, request procedures, assistance, remedies, fees and contact details.

The Guide is available from the Information Regulator at <https://inforegulator.org.za/paia-guidelines/> and may be requested from the Information Officer. Nico Technologies will keep access to the Guide in English and Afrikaans, with isiZulu also available where practical.

Information Regulator contact details: enquiries@inforegulator.org.za | 010 023 5200 | <https://inforegulator.org.za>

5 Records available without a formal request

The following records may be inspected or obtained without submitting PAIA Form 2, subject to copyright, website terms, confidentiality and reasonable operational controls.

Category	Record types	Access
Corporate and contact information	Business name, contact details, service descriptions and public company information	Website or request
Privacy and access information	Privacy notice, privacy request channel and this PAIA Manual	Website
Products and services	Public information about SHOVIQ, GolfDag, FirstInvoice and development services	Website
Public communications	Published articles, announcements and marketing material	Website
Regulatory evidence	Information Officer registration and PAIA reporting confirmation where disclosure is appropriate	Request

6 Records available under other legislation

Nico Technologies may hold records under the following legislation to the extent that each law applies to its activities, employees, tax status, products and transactions. Inclusion does not imply that every listed record exists or that access must be granted contrary to a lawful ground of refusal.

Legislation	Typical record categories
Close Corporations Act 69 of 1984	Founding, membership, accounting and corporate records
Companies Act 71 of 2008 where applicable	Governance and corporate records affected by the Act
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax returns, assessments, supporting and accounting records
Value Added Tax Act 89 of 1991 where applicable	VAT invoices, returns and supporting records
Basic Conditions of Employment Act 75 of 1997	Employment particulars, time, leave and remuneration records
Labour Relations Act 66 of 1995	Employment, discipline and labour-relations records
Employment Equity Act 55 of 1998 where applicable	Employment equity and workforce records
Unemployment Insurance Act 63 of 2001 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Employee contribution, registration and incident records
Electronic Communications and Transactions Act 25 of 2002	Electronic transactions, communications and website records
Consumer Protection Act 68 of 2008	Customer agreements, notices, complaints and service records
Copyright Act 98 of 1978	Software, content, licence and intellectual-property records
Promotion of Access to Information Act 2 of 2000	PAIA Manual, requests, decisions and annual reporting records
Protection of Personal Information Act 4 of 2013	Privacy notices, processing records, requests, assessments and security-compromise records
Cybercrimes Act 19 of 2020	Security, access and incident records where applicable

7 Subjects and categories of records

Subject	Categories of records
Corporate governance	Founding and registration records, member and governance records, policies, licences and regulatory correspondence
Finance and tax	Accounting records, bank and payment records, invoices, receipts, budgets, tax and statutory submissions
Employees	Contracts, contact and identity records, remuneration, tax, leave, performance, qualifications, training and legally required personnel records
Recruitment	Applications, CVs, qualifications, interview notes, references and appointment correspondence
Clients and prospects	Enquiries, proposals, quotations, contracts, requirements, correspondence, project, support, billing and delivery records
Suppliers and operators	Due diligence, contracts, contacts, invoices, banking, access authorisations, service and performance records
Software and intellectual property	Source code, architecture, designs, documentation, licences, tests, repositories and release records
SaaS products	Account, organisation, subscription, support, security and customer-controlled content for SHOVIQ, GolfDag and FirstInvoice
Website and marketing	Website content, enquiries, publications, campaign material and technical/security logs
Privacy and access compliance	Information Officer records, PAIA reports, requests, decisions, incident records, assessments, training and this manual

8 Processing of personal information

8 1 Purposes of processing

- Respond to enquiries, prepare proposals, enter into and perform contracts, provide support and manage client relationships.
- Recruit personnel and administer employment, remuneration, tax, leave, performance, workplace security and legal duties.
- Create and secure SaaS accounts, deliver product functionality, administer subscriptions and billing, prevent misuse and support users.
- Manage suppliers, accounting, payments, tax, governance, legal claims and regulatory compliance.
- Operate, secure, monitor and improve websites, cloud infrastructure and software products.
- Receive, verify, investigate and respond to POPIA and PAIA requests and security incidents.

8 2 Categories of data subjects and information

Data subjects	Information categories
Employees	Identity and contact details, employment and role records, remuneration, banking and tax data, qualifications, leave/performance and legally required demographic or health information
Job applicants	Contact details, CV, qualifications, work history, interview notes, references and communications
Clients and prospects	Names, business contacts, organisation and role, enquiries, contracts, correspondence, project, support and billing records
SaaS account holders and users	Account and authentication identifiers, contact and organisation data, subscriptions, billing, support, security and audit records
Customer-controlled SaaS data	SHOVIQ entry, exhibitor, official, payment-status and owner-linked animal data; GolfDag organiser, golfer, sponsor, booking and payment-status data; FirstInvoice client, billing, invoice, tax and payment-status data
Suppliers and advisers	Contact, company, contract, invoice, tax, banking, access-authorisation and service records
Website visitors	IP address and ordinary server, application and security request data
Privacy and PAIA requesters	Name, contact details, relationship, request, proportionate verification evidence, correspondence, decision and action records

8 3 Recipients

Personal information may be supplied to the following recipients when necessary and lawful:

- Microsoft for Azure and Microsoft 365 services, Intuit for QuickBooks Online, and Resend for website form email delivery.
- Banks, payment providers and authorised financial or accounting service providers.
- SARS, CIPC, the Information Regulator, courts, law enforcement and other authorities where required or permitted by law.
- Auditors, accountants, legal advisers and other professional advisers subject to appropriate confidentiality duties.
- Clients, SaaS organisers, account owners and authorised users according to contractual roles and access permissions.

Nico Technologies does not sell personal information.

8 4 Planned transborder flows

Cloud and software providers may process personal information outside South Africa. QuickBooks Online and Resend may involve international processing. Microsoft services may use South African or other locations depending on the tenant, resource region, service and support operation. Nico Technologies applies section 72 of POPIA by using applicable provider terms, data-protection addenda, binding safeguards or another permitted transfer ground and reviews the service-specific position where material.

8 5 Information security measures

Nico Technologies maintains reasonable technical and organisational safeguards appropriate to the information and risk. Measures include, as applicable:

- Named accounts, multi-factor authentication, least-privilege access and access reviews.
- Encryption in transit, appropriate encryption at rest and controlled secret/key management.
- Environment and tenant separation, secure development practices, testing, patching and dependency management.
- Backups, restore procedures, security logging, monitoring, incident response and business-continuity controls.
- Confidentiality obligations, staff awareness, operator agreements and supplier review.

- Retention, export, correction and secure deletion processes appropriate to the record and system.

Security details that could increase risk if disclosed are not published in this manual.

9 Requests for access to records

A requester seeking access to a record of Nico Technologies must use the prescribed PAIA Form 2 or provide a substantially equivalent written request containing enough information to identify the requester, record, preferred access method and right to be exercised or protected.

- Submit the request to the Information Officer using the contact details in section 3. The current prescribed forms are available at <https://inforegulator.org.za/paia/>.
- Describe the record and provide sufficient details to locate it. State the right to be exercised or protected and explain why the record is required for that purpose.
- Provide proportionate proof of identity and, where acting for another person, proof of authority. Do not send unnecessary identity documents before they are requested.
- Pay any prescribed request or access fee after receiving a lawful fee notice. Confirmation that personal information is held may be requested free of charge under POPIA.
- Nico Technologies will decide the request within the period prescribed by PAIA, subject to any lawful extension, and will provide the decision and applicable recourse in writing.

Access may be refused or limited on a ground permitted by PAIA, including protection of another person's privacy, confidential commercial information, safety, legal privilege or other mandatory or discretionary grounds. A requester may complain to the Information Regulator or approach a competent court as provided by law.

Requests to correct, delete or object to the processing of personal information may also be submitted through <https://www.nicotechnologies.co.za/privacy/request/> or by email to the Information Officer.

10 Availability and languages

The current English version of this manual is available:

- On the Nico Technologies website at <https://www.nicotechnologies.co.za/paia/>.
- For inspection at the physical address in section 3 during normal business hours by prior arrangement.
- From the Information Officer upon request, subject to any prescribed copy fee.
- To the Information Regulator upon request or through the Regulator's eServices facilities where applicable.

English is the primary version. Afrikaans and isiZulu versions are planned from this approved English source. The current Information Regulator PAIA Guide is available in multiple official languages from the Regulator's website.

11 Updating this manual

The Information Officer will review this manual regularly and update it when the organisation's records, processing activities, contact details, systems, legal duties or Information Regulator guidance change. The version and compilation date on the cover identify the current publication.

12 Approval

Issued for Nico Technologies cc by the registered Information Officer.

Nicolaas Jacobus Burger de Nysschen

Information Officer

Information Regulator registration 2026-052776

Date 22 September 2026