

SECURIVERSE_PAIA_Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act (PAIA), 2000

Effective Date: 02 September 2025

Business Name: SECURIVERSE.tech

Legal Structure: Sole Proprietorship

Registration Number: Not applicable – operating as a sole proprietor under South African law

Information Officer: Linda Fourie

Email: privacy@securiverse.tech

1. Introduction

This manual is published in compliance with Section 51 of the Promotion of Access to Information Act (PAIA), 2000. It outlines the procedures for requesting access to records held by SECURIVERSE.tech in the course of its business operations. The manual affirms our commitment to transparency, lawful governance, and responsible information stewardship.

2. Company Details

- Business Name: SECURIVERSE.tech
- Legal Entity: Sole Proprietorship
- Physical Address: [Insert if applicable]
- Postal Address: [Insert if applicable]
- Telephone: [Insert if applicable]
- Email: privacy@securiverse.tech
- Information Officer: Linda Fourie

3. Purpose of the Manual

The purpose of this manual is to provide a framework for individuals to request access to records held by SECURIVERSE.tech, in accordance with PAIA. It also reflects our alignment with the Protection of Personal Information Act (POPIA), ensuring that all personal data requests are handled lawfully and transparently.

4. Categories of Records Held

SECURIVERSE.tech may hold the following categories of records:

- Operational documentation and service protocols
- Client engagement records and correspondence
- Governance frameworks and editorial standards
- Financial records (invoices, confirmations)
- Certification and training documentation
- Employee or contractor information (if applicable)
- Website analytics and technical metadata
- Legal and compliance documentation

5. Request Procedure

Any person wishing to request access to a record must submit a written request to the Information Officer. Requests must include:

- Full name and contact details of the requester
- Description of the record sought
- Reason for the request
- Preferred format (electronic or physical copy)

Requests should be submitted via email to: privacy@securiverse.tech

SECURIVERSE.tech will respond within the timeframes prescribed by PAIA and may request additional information to verify the identity of the requester.

6. Grounds for Refusal

Access to records may be lawfully refused under the following circumstances:

- Disclosure would violate third-party confidentiality
- The record is legally privileged or protected
- The request is manifestly unreasonable, abusive, or frivolous
- The information is not in our possession or control
- Disclosure would compromise the security or integrity of our operations

7. Fees

A prescribed fee may apply for the processing, reproduction, or delivery of records. The requester will be notified in advance if fees are applicable. No fees will be charged for requests to confirm whether a record is held.

8. Availability of the Manual

This manual is publicly available at [www.securiverse.tech/paia-manual] and may be requested via email. It is reviewed annually and updated as necessary to reflect changes in law, operations, or governance frameworks.

9. POPIA Alignment

SECURIVERSE.tech processes personal information in accordance with the Protection of Personal Information Act (POPIA). All data subject requests are handled with full respect for privacy rights and lawful governance. For details, refer to our [Privacy Policy].

10. Contact Details

- Information Officer: Linda Fourie
- Email: privacy@securiverse.tech
- Role: Responsible for PAIA and POPIA compliance, data governance, and transparency oversight