



NeM

PAIA and POPI Handbook

prepared in fulfilment of the requirements of
Promotion of Access of Information Act (PAIA Act - No 2 of 2000)
Protection of Personal Information Act (POPI Act - No 4 of 2013)

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NeM – e-Meeting and e-Voting services



INTRODUCTION

Novel e-Meetings is an initiative providing web-based support to client organisations running remote “e-Meetings” requiring “e-Voting”.

The need for this support became highly significant in 2020, when South African organisations (such as sectional title schemes and registered businesses) were driven to discuss and decide important issues remotely, using the world wide web. At the heart of the service, the provision of proper *PQ-based voting*, in accordance with the Sectional Title Schemes Management Act and regulations, allows organisations to undertake disciplined and auditable voting to deal with ordinary, special and unanimous resolutions.

The services require loading of data relating to attendance at a meeting (such as a shareholder's or property owner's Annual General Meeting) and the management of meetings. However, a meeting is controlled entirely by the client organisation or their agents, and no data is loaded directly by NeM.

COMPANY CONTACT DETAILS

Duly authorised person:	Professor Andrew (Andy) Bytheway
Postal address:	613 Mutual Heights, 14 Darling Street, Cape Town 8000
Physical address:	613 Mutual Heights, 14 Darling Street, Cape Town 8000
Telephone:	+27 21 462 0222
Email:	andy@nem.co.za

THE ACTS

The PAIA and POPI acts:

- **PAIA** grants access to records of a private body, if the record is required for the exercise or protection of any rights (if a public body lodges a request, the public body must be acting in the public interest).
- **POPI** ensures the protection of personal information stored and processed by public and private bodies, and assures the rights of persons regarding unsolicited electronic communications and automated decision making, and regulates the flow of personal information across the borders of the Republic.

Requests for access and queries and complaints about stored information in terms of the acts can be made by contacting admin@nem.co.za.

For a more detailed understanding of the acts, involved persons are referred to the South African Human Rights Commission, which provides information for the purposes of exercising Constitutional Rights. The contact details of the Commission are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27 11 877 3600
Fax Number:	+27 11 403 0625
Website:	www.sahrc.org.za

APPLICABLE LEGISLATION

No 2 of 2000	Promotion of Access of Information Act (PAIA Act)
No 4 of 2013	Protection of Personal Information Act (POPI Act)



SCHEDULE OF RECORDS

Information is stored and processed in two ways:

Information about attendance at meetings:

Data that must be loaded by a client organisation or their agent to support attendance at a meeting includes:

- Attendee's name (a person's first name & surname, or an entity's registered entity name, to identify the attendee)
- Email address or addresses (for communications about a meeting)
- Participation quota (shareholding or property size)

During a meeting, data that will be recorded includes:

- Time of arrival at the meeting
- Requests to view supporting documents related to the meeting agenda
- Each vote that is made and the time of the vote
- Requests for email confirmation of an attendee's voting record

Information about the management of meetings:

In addition, at the discretion of the client organisation, personal data can be loaded about a person's involvement in the management of meetings by the client organisation:

- Person's first name & surname
- Email address
- Role within the client organisation management team
- Notification options for notices and messages
- Government ID or passport number
- Cell number
- Land line number
- Significant start and end dates
- Miscellaneous notes

PROTECTION OF RECORDS

The storage and processing of data is protected in several ways:

- Access to the web site and its server is by means of password-protected SSH access.
- Data exchanged between the NeM server and the client organisation, and meeting attendees, is encrypted and subject to auto-renewed SSL certificates.
- SSL is enforced with https redirect.
- Each client organisation is provided its own separate database facility, accessed using encoded database names.
- Documents relating to meetings are also stored in separate repositories accessed using encoded repository names.
- Deletion of attendance and personal data is the responsibility of the client organisation.
- The NeM web site does *not* use "cookies".

FORM OF REQUEST

Meeting attendees

To facilitate the processing of any requests or other communications, meeting attendees should email admin@nem.co.za with the subject line "Request for NeM assistance", providing the following information:



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- The property scheme, house owners association, business or other organisation of which you are a member, and any codes or numbers that identify you therein
- An explanation of the circumstances leading to your request
- The name and date of the meeting or other event leading to your request for assistance
- If a meeting, the identification data sent to you to enable your attendance at the meeting (normally sent by email) or to indicate your involvement
- Sufficient details to identify the actual record(s) you are requesting, or that are needed to deal with your questions or complaints
- The actions you believe are required in order to fulfil your request
- Your preferred postal address, telephone and email contact details

Client organisations

To facilitate the processing of any requests or other communications, those involved with NeM client organisations should also email admin@nem.co.za with the subject line “Request for NeM assistance”, providing the following information:

- The property scheme, house owners association, business or other organisation of which you are a member, and any codes or numbers that identify you therein
- An explanation of your role in that organisation, and evidence of your status
- An explanation of the circumstances leading to your request
- The name and date of the meeting or other event leading to your request for assistance
- Sufficient details to identify the actual record(s) you are requesting, or that are needed to deal with your questions or complaints
- The actions you believe are required in order to fulfil your request
- Your preferred postal address, telephone and email contact details

PRESCRIBED FEES

There are no fees to be paid to deal with data access requests that can be dealt with in less than one hour, nor for questions or complaints.

If more than one hour is needed for data access requests, the estimated time (at R350 per hour) will be invoiced to the requestor, and is payable ‘up front’.