



PAIA MANUAL

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

ORGANISATION	NARDOUW
BUSINESS TYPE	Sole Proprietorship
INFORMATION REGULATOR REGISTRATION	2026-066604
INFORMATION OFFICER	Mario Jan Louw
DATE OF COMPILATION	13 September 2026
VERSION	1.0

1. List of acronyms and abbreviations

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 of South Africa.

Republic: Republic of South Africa.

Nardouw: The sole proprietorship trading as Nardouw and operated by Mario Jan Louw.

2. Purpose of this PAIA Manual

This Manual has been prepared to assist members of the public to understand:

- what categories of records Nardouw holds;
- which records may be available without a formal PAIA request;
- how to request access to records held by Nardouw;
- how to contact the Information Officer;
- how to obtain and use the Information Regulator's PAIA Guide;
- the purposes for which Nardouw processes personal information;
- the categories of people whose personal information may be processed;
- the categories of personal information Nardouw may process;
- the persons or categories of persons to whom personal information may be supplied;
- whether personal information may be processed outside South Africa;
- the general safeguards used to protect personal information; and
- where this Manual may be obtained or inspected.

A requester seeking access to a record of a private body must generally show that the record is required for the exercise or protection of a right, comply with the procedural requirements of PAIA, and the request must not fall within a lawful ground for refusal.

3. Key contact details for access to information

3.1 Information Officer

Name: Mario Jan Louw

Capacity: Sole Proprietor and Information Officer

Telephone / WhatsApp: 083 645 8334

Email: nardouwcamping@gmail.com

Fax: Not applicable

Nardouw has not currently designated a Deputy Information Officer.

3.2 General contact for PAIA requests

PAIA requests and queries relating to access to records may be directed to:

Email: nardouwcamping@gmail.com

Telephone: 083 645 8334

3.3 Principal place of business

Physical address:

Nardouw Farm
Clanwilliam
8135
Western Cape
South Africa

Postal address:

P.O. Box 60
Clanwilliam
8135
South Africa

Website: <https://nardouw.co.za>

4. Guide on how to use PAIA and how to obtain access to the Guide

The Information Regulator has published a Guide explaining how PAIA may be used by a person wishing to exercise rights under PAIA or POPIA.

The Guide includes information regarding:

- the purposes of PAIA and POPIA;
- the contact details of Information Officers and Deputy Information Officers;
- how requests for access to records are made;
- assistance available from Information Officers and the Regulator;
- remedies available where access is refused or another PAIA obligation is not fulfilled;
- complaints to the Information Regulator;
- applications to court;
- prescribed forms and fees; and
- the duties of public and private bodies under PAIA.

The Information Regulator provides Form 02: Request for Access to Record for access requests and Form 05: Complaint Form for complaints.

The PAIA Guide and forms are available from the Information Regulator:

Information Regulator of South Africa

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

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

Telephone: 010 023 5200

Email: enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za>

4.1 How to make a PAIA request to Nardouw

A person requesting access to a record should complete the prescribed Form 02: Request for Access to Record and submit it to the Information Officer at nardouwcamping@gmail.com.

The requester should provide sufficient information to enable Nardouw to identify:

- the requester;
- the record requested;

- the right the requester wishes to exercise or protect;
- why the requested record is required for that purpose;
- the preferred form of access; and
- appropriate contact details.

Where a request is made on behalf of another person, proof of authority to act on that person's behalf should be supplied. Proof of identity may also be required.

Prescribed request or access fees may be payable where applicable. If a fee is required, Nardouw will notify the requester in accordance with PAIA and the applicable regulations.

Nardouw will generally decide a valid PAIA request within 30 days, subject to a lawful extension where permitted by PAIA. An extension may, in qualifying circumstances, be for a further period of up to 30 days.

A request may be refused where one of the grounds for refusal contained in PAIA applies, including circumstances involving protection of another person's privacy, confidential information, legally privileged material, safety, or other protected interests.

If a request is refused, the requester will be informed of the decision and available remedies as required by PAIA.

5. Records available without a formal PAIA request

Category	Record	Method of access
Guest information	Nardouw House Rules	Website / request by email
Booking information	Nardouw Booking Terms	Website / request by email
Privacy	Nardouw Privacy Notice	Website / request by email
Guest safety	Blank Nardouw Guest Indemnity, Assumption of Risk & Acknowledgement	Website / request by email
PAIA	Nardouw PAIA Manual	Website / request by email / inspection
Business information	Public contact information	Website
Accommodation information	Public descriptions of the property and facilities	Website and authorised booking platforms

Availability of a document without a formal PAIA request does not mean that private, confidential or third-party information relating to an individual booking or transaction is automatically available.

6. Records available in accordance with other legislation

Legislation	Examples of related records
Promotion of Access to Information Act 2 of 2000	PAIA Manual, PAIA requests and responses
Protection of Personal Information Act 4 of 2013	Information Officer registration, privacy and personal-information records
Consumer Protection Act 68 of 2008	Booking terms, guest communications and consumer transaction records
Electronic Communications and Transactions Act 25 of 2002	Electronic booking and website transaction information
Income Tax Act 58 of 1962	Relevant financial and tax records
Tax Administration Act 28 of 2011	Accounting and tax administration records
Other applicable South African legislation	Records required by law from time to time

The inclusion of a category in this section does not mean that every record is automatically accessible. Access remains subject to PAIA, confidentiality obligations and other applicable law.

7. Subjects on which Nardouw holds records and categories of records

7.1 Enquiries and bookings

Records may include:

- guest enquiries.
- names and contact details.
- requested and confirmed dates.
- booking confirmations.
- guest numbers.
- correspondence.
- cancellations.
- booking amendments.
- special requests.
- check-in and check-out information.
- booking-platform records.

7.2 Guest documentation and safety

Records may include:

- signed indemnity forms.
- identity or passport details recorded on guest documentation.
- emergency-contact information.
- House Rules acknowledgements.
- incident or accident records.
- damage reports.
- fire or safety-related records.
- complaints or guest concerns.

7.3 Financial and payment records

Records may include:

- invoices.
- receipts.
- payment confirmations.
- proofs of payment.
- deposits.
- refunds.
- credits.
- banking records relevant to transactions.
- accounting records.
- tax records.

7.4 Legal and compliance records

Records may include:

- Booking Terms.
- House Rules.
- Privacy Notice.

- PAIA Manual.
- Information Officer registration.
- Guest Indemnity documentation.
- PAIA requests and responses.
- POPIA-related correspondence.
- legal correspondence.
- records relating to disputes or claims.

7.5 Service providers and suppliers

Records may include:

- supplier and contractor contact details.
- invoices.
- quotations.
- agreements.
- correspondence.
- payment records.
- service information.

7.6 Website and communications

Records may include:

- website enquiry submissions.
- emails.
- WhatsApp and telephone communications.
- website content.
- technical records generated by website, hosting or form-processing services where applicable.
- records received through external booking platforms.

7.7 Property and operational records

Records may include:

- maintenance records.
- repair information.
- property-damage records.
- safety information.
- fire-related information.
- guest instructions.
- records associated with operating the accommodation.

Nardouw does not ordinarily require guests to provide online banking passwords or other banking authentication credentials.

8. Processing of personal information

8.1 Purposes for processing personal information

Nardouw may process personal information for purposes including:

- responding to enquiries.
- checking availability.
- creating and administering bookings.
- receiving and confirming payments.

- communicating with guests before, during and after a stay.
- arranging check-in and check-out.
- administering the House Rules and indemnity process.
- dealing with emergency situations.
- maintaining accounting and business records.
- dealing with damage, complaints, claims or disputes.
- protecting Nardouw's property, lawful interests and guests.
- complying with tax, legal and regulatory obligations.
- responding to lawful PAIA or POPIA requests.
- maintaining and securing Nardouw's website and communication systems.

Nardouw does not sell guest personal information.

8.2 Categories of data subjects and personal information processed

Prospective guests and guests

Personal information may include:

- names and surnames.
- telephone and WhatsApp numbers.
- email addresses.
- arrival and departure dates.
- booking information.
- guest numbers.
- correspondence.
- payment and transaction information.
- proof of payment.
- identity or passport details where recorded on indemnity documentation.
- emergency-contact details.
- signed acknowledgements.
- complaints.
- incident information.
- other information voluntarily supplied in connection with a stay.

Emergency contacts

Personal information may include:

- name.
- relationship to guest.
- telephone number.

Approved visitors

Personal information may include:

- name.
- contact information.
- information reasonably required in connection with an approved visit, gathering or event.

Suppliers, contractors and service providers

Personal information may include:

- names.
- business names.

- contact information.
- invoices.
- banking details.
- tax or registration information where applicable.
- contractual and payment records.

Website visitors and people making online enquiries

Personal information may include:

- information entered into enquiry forms.
- names.
- email addresses.
- telephone numbers.
- messages.
- requested dates.
- technical information generated or processed by the website, hosting provider or form-processing provider where applicable.

PAIA or POPIA requesters

Personal information may include:

- name.
- identification information where required.
- contact details.
- request details.
- documents supplied in support of the request.
- correspondence relating to the request.

8.3 Recipients or categories of recipients of personal information

Personal information may be supplied, where reasonably necessary and lawfully permitted, to:

- booking platforms through which a guest chooses to book.
- banks or payment-service providers.
- website-hosting and form-processing providers.
- email and communication service providers.
- accountants or tax advisers.
- legal advisers.
- insurers or insurance-related parties where a claim requires it.
- emergency medical or rescue services.
- law-enforcement agencies.
- the Information Regulator.
- the South African Revenue Service or other public authorities where legally required.
- contractors or service providers where access to limited information is necessary to perform an authorised service.

Only information reasonably necessary for the relevant purpose should be supplied.

8.4 Planned transborder flows of personal information

Some of the technology and booking services used by Nardouw operate internationally.

Personal information may therefore be processed or stored outside South Africa through services such as:

- GitHub Pages or related website-hosting infrastructure.
- FormSubmit or another website enquiry-processing provider.

- Google email and related services.
- Airbnb.
- Booking.com.
- other international booking, cloud or communications providers selected by the guest or Nardouw.

The countries in which information is processed may vary according to the infrastructure used by the relevant provider.

Categories of information transferred or processed internationally may include:

- contact information.
- enquiry information.
- booking information.
- correspondence.
- website technical information.
- information provided through a third-party booking platform.

Where personal information is transferred outside South Africa, Nardouw will seek to ensure that the transfer is handled in accordance with the requirements of POPIA and applicable safeguards.

8.5 General description of information-security safeguards

Nardouw will maintain reasonable technical and organisational safeguards appropriate to the nature of the personal information processed and the size and activities of the business.

These safeguards include, where applicable:

- password-protected electronic accounts.
- restricting access to personal information to the operator and authorised service providers where reasonably necessary.
- use of reputable third-party hosting, email and form-processing services.
- reasonable device security and software updates.
- secure physical storage of signed indemnity forms and other paper records.
- limiting the collection of personal information to information reasonably required for legitimate purposes.
- reasonable retention and secure disposal or destruction of records when no longer required.
- taking reasonable steps to address suspected unauthorised access or loss of information.
- reviewing safeguards when systems or risks materially change.

9. Availability of the Manual

A copy of this Manual will be made available:

- on the Nardouw website at <https://nardouw.co.za>;
- at Nardouw Farm, Clanwilliam, 8135, Western Cape, South Africa, for public inspection during reasonable business hours by prior arrangement;
- to a person upon request, subject to any lawful prescribed copying fee; and
- to the Information Regulator upon request.

This Manual is compiled in English.

10. Updating of the Manual

Nardouw will review this Manual periodically and update it when reasonably necessary, including where there are material changes to:

- contact details.
- the Information Officer.
- business operations.

- categories of records.
- personal-information processing.
- service providers.
- international information flows.
- security safeguards.
- applicable law.

Issued by

Mario Jan Louw

Sole Proprietor and Information Officer

NARDOUW

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