



PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

Section 51 Manual

Company	NexBDM (Pty) Ltd
Registration	2026/250171/07
Version	1.1
Date of Compilation	24 May 2026
Previous Version	1.0 dated 23 May 2026
Next Review	20 November 2026
Information Officer	Heinoux Jakobus Roux
Classification	Public
Legislation	PAIA No. 2 of 2000 / POPIA No. 4 of 2013

SECTION 1: CONTACT DETAILS OF THE PRIVATE BODY

Name of Private Body: NexBDM (Pty) Ltd

Registration Number: 2026/250171/07

Physical Address: 37 Monterey Place, 140 Griffiths Road, Pretoria, Gauteng, 0184, South Africa

Website: www.nexbdm.co.za

Email: hjr@nexbdm.com

Telephone: 079 607 5372

Nature of Business: AI automation consulting, AI chatbot agent development, business process automation

SECTION 2: INFORMATION OFFICER DETAILS

Full Name: Heinoux Jakobus Roux

Title/Designation: Founder and Information Officer

Email: hjr@nexbdm.com

Telephone: 079 607 5372

Information Regulator Registration Number: K2026250171

SECTION 3: SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC)

Physical Address: 29 Princess of Wales Terrace, Parktown, Johannesburg, 2193

Telephone: 011 877 3600

Website: www.sahrc.org.za

Email: PAIA@sahrc.org.za

SECTION 4: INFORMATION REGULATOR CONTACT DETAILS

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Telephone: 010 023 5200

Email (complaints): complaints.IR@justice.gov.za

Website: www.inforegulator.org.za

SECTION 5: RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- Companies Act, No. 71 of 2008: Memorandum of Incorporation, share register, company registration documents, annual returns.
- Income Tax Act, No. 58 of 1962: Tax returns, tax assessments, financial records, SARS correspondence.
- BCEA No. 75 of 1997: Employment contracts, leave records (when employees are hired).
- ECTA No. 25 of 2002: Electronic communications, contracts concluded electronically.
- POPIA No. 4 of 2013: Personal information records, processing records, POPIA compliance documentation.
- Consumer Protection Act No. 68 of 2008: Customer contracts, service agreements, complaint records.

SECTION 6: RECORDS AUTOMATICALLY AVAILABLE WITHOUT FORMAL PAIA REQUEST

- This PAIA Manual: Available on www.nexbdm.co.za and on request via email to hjr@nexbdm.com at no charge.
- POPIA Privacy Policy (v1.1): Available on www.nexbdm.co.za.
- Terms of Service (v1.1): Available on www.nexbdm.co.za.
- General information about NexBDM services: Available on www.nexbdm.co.za.

SECTION 7: RECORDS HELD BY NEXBDM

7.1 Company and Corporate Records

- Company registration documents: Certificate of incorporation, Memorandum of Incorporation.
- Statutory records: Annual returns, CIPC filings, share register.
- Banking and financial records: Bank accounts, statements, tax records, financial statements.
- Contracts and agreements: Supplier agreements, service agreements, NDAs.

7.2 Client Records

- Client identification: Company name, registration number, contact person name.
- Signed agreements: Scope of Work, NDAs, change orders.
- Financial records: Invoices, payment records.
- Project records: Discovery notes, process maps, solution designs.

- Communication records: Emails, WhatsApp messages, call notes.

7.3 Operational and Technical Records

- System records: GoHighLevel CRM records, database records, n8n workflow records.
- Chatbot records: Conversation logs, training data, bot configuration.
- Security records: Access logs, credential storage records, data breach register.

SECTION 8: HOW TO REQUEST ACCESS TO RECORDS

8.1 Who May Request Access

A person requesting access to their own personal information, a person requesting access to records for the exercise or protection of their rights, or an authorised representative acting on behalf of the above.

8.2 How to Submit a Request

PAIA requests must be submitted in writing using the prescribed PAIA Request Form (Form C as per the PAIA Regulations, 2021).

- Step 1: Obtain the PAIA Request Form (Form C) from www.inforegulator.org.za.
- Step 2: Complete the form with your full name, contact details, description of the records requested, and the right you are exercising or protecting.
- Step 3: Submit the completed form by email to hjr@nexbdm.com with subject line: PAIA Request [Your Name] [Date]
- Step 4: Pay the prescribed request fee if applicable.

8.3 Fees

Request fee (non-personal records): R50.00

Request fee (personal records): No fee

Standard response: Within 30 days of receipt

Extended response: May be extended by 30 days with written notice

SECTION 9: GROUNDS FOR REFUSAL OF ACCESS

NexBDM may refuse access to records in the following circumstances as permitted by PAIA:

- Mandatory protection of privacy of third parties involving personal information.
- Mandatory protection of commercial information including trade secrets or confidential financial information.
- Mandatory protection of certain confidential information of third parties.
- Mandatory protection of research information where disclosure would expose the researcher.
- Protection of the commercial activities of NexBDM where disclosure would cause harm.

Where access is refused, the requester will be notified in writing with reasons and advised of their right to appeal or apply to a court.

SECTION 10: APPEALS AND COMPLAINTS

If a request for access to records is refused, or if NexBDM fails to respond within the prescribed period, the requester may:

- Lodge an internal appeal with the Information Officer at hjr@nexbdm.com within 30 days of the refusal.

- Lodge a complaint with the Information Regulator at complaints.IR@justice.gov.za.
- Apply to the High Court for relief in terms of Section 82 of PAIA.

SECTION 11: AVAILABILITY OF THIS MANUAL

- On NexBDM website: www.nexbdm.co.za
- In electronic format (PDF) upon written request to the Information Officer at no charge.
- A copy has been submitted to the South African Human Rights Commission as required.

SECTION 12: UPDATING THIS MANUAL

This manual is reviewed every 180 days, when there are material changes to NexBDM operations, and when there are changes to PAIA, POPIA, or related regulations.

Version 1.0: 23 May 2026: Initial compilation and publication.

Version 1.1: 24 May 2026: Grounds for refusal section added (Section 9), appeals and complaints procedure added (Section 10), cross-references to POPIA Privacy Policy v1.1 updated.

AUTHORISATION AND SIGN-OFF

Effective Date: 24 May 2026

NexBDM (Pty) Ltd

Name: Heinoux Jakobus Roux

Title: Founder and Director

Date Signed: 24 May 2026

Signature:



DOCUMENT CONTROL

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