

xneelo Access to Information Manual

PAIA Section 51 Manual

Last updated: September 2026

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Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), read with the Regulations Relating to the Promotion of Access to Information, 2021 and the Protection of Personal Information Act 4 of 2013 (POPIA).

1. Purpose and scope of this manual

- 1.1 This manual has been prepared by xneelo (Pty) Ltd in terms of section 51 of the Promotion of Access to Information Act, 2000 (PAIA). It explains the records held by xneelo, those that may be requested under PAIA, and how a person may submit a request for access to them.
- 1.2 PAIA gives effect to the constitutional right of access to information and, in relation to private bodies such as xneelo, provides for access to information where that information is required for the exercise or protection of a right.
- 1.3 This manual also includes the information about xneelo's processing of personal information required under section 51(1)(c) of PAIA, as substituted by POPIA.
- 1.4 This manual applies only to xneelo (Pty) Ltd ("xneelo"), as a private body for purposes of PAIA. It does not apply to any other entity.

- 1.5 xneelo Limited is established in Malta and is a separate juristic person. This manual does not cover records of xneelo Limited that are not in the possession or under the control of xneelo (Pty) Ltd.
- 1.6 A record is a record of xneelo (Pty) Ltd if it is in its possession or under its control, whether or not xneelo (Pty) Ltd created it, and whether or not it is held by another person on its behalf. Where that is the case, this manual applies regardless of where the record is physically located or which entity created it.
- 1.7 This manual is intended to help requesters understand what information xneelo holds and how to request access to it. It should be read together with PAIA and the PAIA Regulations, which contain the complete legal requirements and procedures applicable to access requests.

2. Contact Details

2.1 xneelo

Name of Registered Entity	xneelo (Pty) Ltd
Registration Number	2005/023926/07
Information Officer	Melanie Lloyd Authorised in writing by xneelo's Chief Executive Officer to act as the Information Officer of xneelo in terms of the definition of 'head' in section 1 of PAIA, and registered with the Information Regulator in terms of section 55(2) of POPIA.
Registered Address	Belvedere Office Park, Block F, Bella Rosa Street, Bellville, Western Cape, 7550
Postal Address	PO Box 3450, Durbanville, 7551
Contact Number	+27 21 970 2000
Fax Number	Not applicable
Website	xneelo.com
Email	information.officer@xneelo.com

2.2 Information Regulator (South Africa)

Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	Information Regulator

3. The Information Regulator's Guide on how to use PAIA

- 3.1 The Information Regulator has published a Guide to help members of the public understand and exercise their rights under PAIA and POPIA

- 3.2 The Guide is available on the Information Regulator's website at [Information Regulator](#) and may be requested from the Regulator using the contact details in clause 2.2.
- 3.3 You can request a copy of the Guide from the xneelo Information Officer. A copy of the Guide, in at least two official languages, is kept at xneelo's registered head office and is available for inspection during normal office hours. xneelo does not charge for inspection or for an electronic copy.

4. Records available without a PAIA request (section 52 notice)

- 4.1 xneelo has not made available a formal description under section 52(1) of PAIA of categories of records that are automatically available without a PAIA request.
- 4.2 You can find a variety of information about xneelo and its services on our website without having to submit a PAIA request. This information includes, but is not limited to, our registered name, company registration number, VAT number, registered and physical addresses, and general contact details. Additionally, our Terms of Service, Specific Terms and Conditions, Acceptable Use Policy, Privacy Policy, Cookie Policy, Security Statement, and other published policies and procedures are available free of charge on our website, and can be accessed without going through the PAIA request process.
- 4.3 xneelo will also provide the details listed in clause 4.2 directly on request by telephone or email, without requiring a request under PAIA.

5. Records held in terms of other legislation

- 5.1 xneelo retains certain information because we are required to do so under applicable legislation, including but not limited to:
- the Companies Act records and inspection rights that apply to xneelo;
 - tax, employment, skills, unemployment insurance, compensation and occupational health and safety records; and
 - any records and access duties that actually apply to xneelo under ECTA, RICA, the Cybercrimes Act and POPIA.
- 5.2 A legal obligation to keep a record does not, by itself, create a right of access to that record. Where no separate right of access applies, a request must be made under PAIA and may be refused on any applicable ground set out in Chapter 4 of Part 3 of PAIA.
- 5.3 Some legislation gives specified persons a right of access to particular records, subject to the requirements of that legislation. Where such a right applies, the request may be made under that legislation and need not be made under PAIA.

6. Subjects and categories of records held

- 6.1 xneelo holds records on the subjects below. "Not automatically available" means that a formal PAIA request is required and that access will be decided on the merits of that request in terms of PAIA, including the grounds of refusal in Chapter 4 of Part 3. It does not mean that access will necessarily be refused or that xneelo has decided to withhold the record.

6.2 Company Information

Category of Record	Availability
Memorandum of Incorporation and statutory registers	Not automatically available
Financial and tax records	Not automatically available
Board and committee records	Not automatically available
Insurance records	Not automatically available
Policies, procedures and internal governance documents	Not automatically available

Internal correspondence	Not automatically available
Intellectual property records	Not automatically available
Marketing and commercial records	Not automatically available

6.3 Employee Records

Category of Record	Availability
Employment contracts and conditions of employment	Not automatically available
Personal records provided by personnel	Not automatically available
Recruitment and vetting records	Not automatically available
Payroll, remuneration and benefit records	Not automatically available
Performance and internal evaluation records	Not automatically available
Disciplinary, grievance and incapacity records	Not automatically available
Training and skills development records	Not automatically available
Employment equity and B-BBEE records	Not automatically available
Occupational health and safety records	Not automatically available
Records a third party has provided about its personnel	Not automatically available

6.4 Customer Records

Category of Record	Availability
Account, contact and registration records	Not automatically available
Contractual records and service agreements	Not automatically available
Billing, payment and credit records	Not automatically available
Support, ticketing and correspondence records	Not automatically available
Domain registration records	Not automatically available
Abuse, Trust and Safety and incident records	Not automatically available
Records provided to xneelo by or about a customer by a third party	Not automatically available

6.5 Technical and Operational Records

Category of Record	Availability
Server, network and infrastructure configuration records	Not automatically available
System, access and traffic logs	Not automatically available
Backup records	Not automatically available
Monitoring and availability records	Not automatically available
Data centre access control and surveillance records	Not automatically available
Security architecture, vulnerability and penetration testing records	Not automatically available
Software development and change management records	Not automatically available

6.6 Supplier and Third Party Information

Category of Record	Availability
Supplier, contractor and service provider agreements	Not automatically available
Data processing agreements and non-disclosure agreements	Not automatically available
Procurement and tender records	Not automatically available
Records of xneelo held by another party on its behalf	Not automatically available
Reseller and partner records	Not automatically available

6.7 Compliance Records

Category of Record	Availability
PAIA requests, responses and annual reports	Not automatically available
POPIA records of processing activities	Not automatically available
Data subject requests and responses	Not automatically available
Security compromise and breach notification records	Not automatically available
Lawful interception and law enforcement request records	Not automatically available

6.8 xneelo also holds legal, litigation, and dispute records, as well as audit, certification, and assurance records. Records concerning another group company fall within this manual only to the extent that they are records of xneelo, meaning that they are in xneelo's possession or under its control. A request for another entity's records must be directed to that entity unless the records are also xneelo's records.

7. How to request access

- 7.1 A requester must be given access to a record of xneelo if the record is required for the exercise or protection of any right, the requester has complied with the procedural requirements of PAIA, and access is not refused on a ground set out in Chapter 4 of Part 3. Where those three requirements are met, xneelo must give access.
- 7.2 A request must be made on Form 2 (Request for Access to Record), prescribed by regulation 7 of the PAIA Regulations, 2021. Form 2 replaced the previous Form C, which has been repealed. Form 2 is available on the Information Regulator's website and from the Information Officer on request.
- 7.3 The completed form must be sent to the Information Officer at information.officer@xneelo.com or delivered to the physical address set out in clause 2.1.
- 7.4 The form must contain the particulars listed below.
- give enough information to identify the requester, the record requested, and the form of access required;
 - give a postal address or fax number of the requester in the Republic, and any email address at which the requester may be contacted;
 - identify the right that the requester seeks to exercise or protect;
 - explain why the record is required to exercise or protect that right;
 - state any way, other than in writing, in which the requester wishes to be informed of the decision;
 - where the request is made on behalf of another person, include proof of the capacity in which the request is made, to the satisfaction of the Information Officer; and
 - attach adequate proof of the requester's identity and, where applicable, proof of authority to act for another person.

- 7.5 The 30-day decision period runs from receipt of the request or, if required particulars are missing, from receipt of the particulars required by section 53(2). Where a request is incomplete or unclear, the Information Officer will explain what is missing, offer reasonable assistance and allow a reasonable opportunity to correct it before refusing it for non-compliance. Reasonable assistance will be given to a person who needs help to complete Form 2, including a person who cannot make the request in writing because of illiteracy or a disability, in which case the request may be made orally and will be reduced to writing on Form 2 and a copy given to the requester.
- 7.6 The Information Officer will notify the requester of any request fee payable before further processing the request, in terms of section 54(1) of PAIA.
- 7.7 In terms of section 56(1) of PAIA, the Information Officer will decide the request and notify the requester within 30 days of receipt. That period may be extended by a further 30 days in the circumstances set out in section 57 of PAIA, in which case the requester will be notified. If no decision is given within the applicable period, the request is regarded as refused in terms of section 58.
- 7.8 Where a requested record might contain information contemplated in section 63(1), 64(1), 65 or 69(1), xneelo will take all reasonable steps to notify the relevant third party under section 71 before deciding the request. Notice must be given as soon as reasonably possible and within 21 days after receipt of the request. The third party may make representations or consent to disclosure within 21 days after being notified.
- 7.9 If a record cannot be found or does not exist, xneelo will notify the requester by way of an affidavit or affirmation setting out the steps taken to find the record, in terms of section 55 of PAIA. That notice is treated as a refusal.
- 7.10 Where access is granted to a record provided by a health practitioner about the physical or mental health or well-being of the requester, or of the person on whose behalf the request is made, and the Information Officer considers that disclosure might cause serious harm, the Information Officer may first consult a health practitioner nominated by the relevant person. If that practitioner considers that disclosure would be likely to cause serious harm, access may be given only once adequate counselling or other reasonably practicable arrangements have been made to limit, alleviate or avoid that harm.
- 7.11 PAIA does not apply where a record is requested for the purpose of criminal or civil proceedings after those proceedings have commenced and another law provides for the production of or access to that record. Access must then be pursued under the applicable law, which may include rules of court.
- 7.12 A data subject seeking access to their own personal information should read clause 12.6, which explains that right and how it differs from a request under PAIA.

8. Grounds on which access may be refused

- 8.1 Section 62 supplies interpretation rules. Sections 63 to 69 set out the grounds on which xneelo must or may refuse access. Section 70 contains a mandatory public-interest override.

In summary:

Provision	Ground
Section 63	Mandatory protection of the privacy of a third party who is a natural person.
Section 64	Mandatory protection of the commercial information of a third party, including trade secrets, financial and commercial information, and information supplied in confidence in a contractual or tender process.
Section 65	Mandatory refusal where disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
Section 66	Mandatory protection of the safety of an individual; discretionary protection of the security of buildings, structures, systems, means of transport or property and related protective methods.
Section 67	Mandatory protection of records privileged from production in legal proceedings.
Section 68	Discretionary protection of specified commercial information of xneelo.

Section 69	Mandatory protection of qualifying third-party research information; discretionary protection of qualifying research information of xneelo.
Section 70	Mandatory disclosure despite an otherwise applicable ground of refusal where both parts of the statutory public-interest test are met.

- 8.2 Where a ground of refusal applies only to part of a record, access will be granted to the remainder in terms of section 59.

9. How access will be given

- 9.1 Where a request is granted, xneelo will give access as soon as reasonably possible in the form the requester reasonably requires. If the requester did not specify a form, xneelo will give access in a form reasonably determined by the Information Officer.
- 9.2 Access will be given once all applicable fees have been paid.
- 9.3 The publication of this manual does not itself confer a right of access. A right of access may arise under PAIA, section 23 of POPIA or another applicable law.

10. Fees

- 10.1 Two kinds of fees may be payable: a request fee, payable before the request is processed, and an access fee, payable before the record is released. Both are prescribed in Annexure B to the PAIA Regulations, 2021.
- 10.2 xneelo may not charge more than the prescribed fees. As a VAT vendor, xneelo may add VAT to the prescribed fees.
- 10.3 The former PAIA definition of “personal requester” was deleted with effect from 30 June 2021. The prescribed PAIA request fee is payable by every requester. A data subject requesting their own personal information under section 23 of POPIA has a separate right: confirmation is free, while access to the record or a description may be subject to a prescribed fee as explained in clause 10.7.
- 10.4 The prescribed fees for private bodies are:

Item	Amount
Request fee payable by every requester	R140.00
Photocopy of an A4-size page or part of a page	R2.00
Printed copy of an A4-size page or part of a page	R2.00
Copy on a flash drive provided by the requester	R40.00
Copy on a compact disc provided by the requester	R40.00
Copy on a compact disc provided to the requester	R60.00
Transcription of visual images, per A4-size page	Outsourced, charged at the service provider's quotation
Copy of visual images	Outsourced, charged at the service provider's quotation
Transcription of an audio record, per A4-size page	Outsourced, charged at the service provider's quotation
Copy of an audio record on a flash drive provided by the requester	R40.00
Copy of an audio record on a compact disc provided by the requester	R40.00
Copy of an audio record on a compact disc provided to the requester	R60.00
Search and preparation of the record for disclosure, per hour or part of an hour, excluding the first hour	R145.00 per hour, up to a maximum of R435.00 per request

Postage, email or other electronic transfer: actual expense, if any	Actual expense, if any
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- 10.5 If xneelo reasonably expects the search for and preparation of the record to exceed six hours, it must notify the requester of the prescribed deposit before continuing. The prescribed deposit is one-third of the amount per request, calculated in accordance with items 2 to 8 of the private-body fee schedule. The notice must explain the available complaint procedure and time period.
- 10.6 xneelo will notify the requester in writing of the applicable request fee or deposit and the available remedies. If a deposit has been paid and access is refused, the deposit will be repaid. A request fee is not refundable merely because access is refused.
- 10.7 A data subject who provides adequate proof of identity may ask, free of charge, whether xneelo holds their personal information. The data subject may also request the record or a description of that information, including the identity of all third parties, or categories of third parties, who have or have had access to it. A prescribed fee may apply to that access. xneelo will provide a written estimate before performing work for which a fee may be charged and may require a deposit. The PAIA grounds of refusal and severability rules apply, and xneelo will advise the data subject of the right to request correction under section 24 when personal information is disclosed. The data subject does not need to identify another right to be exercised or protected. Access will be provided in a reasonable manner and in a generally understandable format.
- 10.8 Objections to processing, and requests for correction or deletion of personal information, are dealt with in clause 12.6. No fee is charged for those requests.

11. Remedies if a requester is not satisfied

- 11.1 There is no internal appeal against a decision of a private body. A requester or third party who is entitled to complain under section 77A must first exhaust the complaint procedure before the Information Regulator. A complaint must be submitted on PAIA Form 5 within 180 days of the relevant decision. The Regulator may decide not to act on a late complaint if there are no reasonable grounds to condone the delay. After the complaint procedure has been exhausted, a requester or third party may apply to court for appropriate relief under section 78, generally within 180 days of the relevant decision of the Information Regulator.
- 11.2 Before approaching the Information Regulator, a requester should first have submitted a valid Form 2 request to xneelo and allowed xneelo an opportunity to consider and respond to it. The Information Regulator may decline to consider a complaint if this process has not been followed first.
- 11.3 This clause deals with PAIA access decisions. A complaint about the processing of personal information is handled separately under clause 12.6. The PAIA complaint form and the POPIA complaint form are both numbered Form 5 but are prescribed under different Regulations, so the correct one should be checked before submission.

12. Processing of personal information

This section explains how xneelo processes personal information for purposes of section 51(1)(c) of PAIA. It should be read together with our Privacy Policy, Data Processing Agreement and Security Statement, available in the [Legal Centre - xneelo](#).

12.1 Categories of data subjects and personal information

Category of data subject	Categories of personal information
Customers and prospective customers	Name and contact details, account and authentication details, billing and payment details, domain and service records, support correspondence, technical and usage data
End users of customer services	Technical and usage data, mailbox and account data processed on behalf of the customer

• Employees and job applicants	Identity and contact details, remuneration and benefit details, banking details, qualifications and employment history, performance and disciplinary records, employment equity information, biometric access data
• Contractors, suppliers and service providers	Contact details, contractual and payment records, vetting and access records, biometric access data
• Data centre visitors	Identity and contact details, access logs, biometric access data, surveillance footage
• Directors and shareholders	Identity details, statutory and disclosure records
• Resellers, partners and dealers	Contact details, contractual and commercial records
• Debtors and creditors	Identity and contact details, payment and credit records
• Complainants and abuse reporters	Contact details and the content of the report
• Website and online-service visitors	Website and online-service visitors Identifiers, device, cookie, traffic, usage and enquiry information [confirm categories and terminology]

Where xneelo processes personal information only on a customer's instructions, xneelo acts as an operator, and the customer is the responsible party. xneelo may separately act as a responsible party for account, billing, security, abuse prevention, legal compliance, or other information for which xneelo determines the purpose and means of processing. Requests must be allocated according to the capacity in which xneelo processes the information.

12.2 Purpose of processing

xneelo processes personal information only for a specific, lawful and defined purpose of which the data subject is made aware, and only where there is a lawful basis under section 11 of POPIA. Personal information is not processed for a further purpose incompatible with the purpose of collection.

The purposes fall into the following categories:

- providing, administering and supporting hosting, domain, cloud, colocation and related services
- billing, collections and credit management
- operating, monitoring and securing the network, servers, data centres and premises, including physical access control
- recruiting, employing and managing personnel, and managing supplier, reseller and partner relationships
- marketing xneelo goods and services, subject to the direct marketing rules in POPIA
- meeting legal, regulatory, tax and reporting obligations, investigating suspected fraud, abuse or unlawful activity, and responding to lawful requests from authorities

Personal information is retained only for as long as is necessary to achieve the purpose for which it was collected, or for as long as is required or permitted by law.

12.3 Recipients of personal information

xneelo may supply personal information to the following categories of recipients only where permitted by law and subject to appropriate safeguards. Contractual protections are used where required or appropriate:

- operators processing personal information on xneelo's behalf under a data processing agreement, including hosting, payment, communications, support and infrastructure providers
- domain registries and registrars, where required to register or administer a domain name
- professional advisers, including legal, audit and accounting advisers
- insurers and brokers
- credit bureaux and debt collection agents, where applicable
- resellers and partners, in respect of accounts they administer
- regulators, law enforcement and courts, where required by law
- acquirers or their advisers in connection with a corporate transaction

12.4 Transborder flows of personal information

- Personal information may also be transferred to recipients in other countries where an operator or service provider is located outside South Africa.

- xneelo transfers personal information outside South Africa only where section 72 of POPIA permits, that is, where the recipient is subject to a law, binding corporate rules or binding agreement providing an adequate level of protection, where the data subject consents, where the transfer is necessary for the performance of a contract, or where another basis in section 72 applies.
- The specific recipients and countries are recorded in xneelo's record of processing activities and in the processing particulars agreed with each operator.

12.5 Security Measures

xneelo takes appropriate technical and organisational measures to protect the confidentiality, integrity and availability of personal information as required by law. Further details appear in our Privacy Policy, Data Processing Agreement, and Security Statement.

12.6 Rights of Data Subjects and how to exercise them

- A data subject may request confirmation of whether xneelo holds their personal information and may request access to the record or a description of that information under section 23 of POPIA. Confirmation is free. Adequate proof of identity is required. Further details, including possible fees and grounds for refusal, appear in clause 10.7.
- A data subject may object on reasonable grounds relating to their particular situation to processing, unless legislation permits that processing. A data subject may separately object at any time to processing for direct marketing. An objection may be made free of charge on a form substantially similar to Form 1, through any channel permitted by the POPIA Regulations. A telephone objection will be recorded electronically and made available to the data subject upon request. Where a valid objection is made, xneelo may no longer process the information on that basis.
- A data subject may ask xneelo to correct or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully, or to destroy or delete a record of personal information that xneelo is no longer authorised to retain, in terms of section 24(1) of POPIA. The request may be made on Form 2 of the POPIA Regulations at any time and through any channel permitted by those Regulations.
- A data subject may object at any time to the use of their personal information for direct marketing. xneelo does not treat silence or a pre-ticked box as consent to direct marketing.
- Where xneelo and the data subject cannot agree on a correction, and the data subject asks xneelo to do so, xneelo will attach to the information an indication that a correction was requested but not made, so that it is always read with the information. If a correction, destruction or deletion changes information in a way that affects decisions already made or to be made about the data subject, xneelo will, if reasonably practicable, inform each person, body or responsible party to whom the information was disclosed of the steps taken.
- Where xneelo processes the information only as an operator, the customer is the responsible party and ordinarily decides the request. xneelo will direct or refer the requester to the customer it can identify and will assist the customer in accordance with the applicable agreement and law. xneelo will nevertheless respond for processing for which xneelo is itself the responsible party, and will act without the customer's instruction where the law requires it.
- xneelo may require adequate proof of identity before acting on a request under this clause, and proof of capacity where a request is made on behalf of another person.
- No fee is charged for an objection or for a request for correction or deletion. Either may be submitted at any time, through any of the channels permitted by the POPIA Regulations, to the Information Officer at information.officer@xneelo.com or at the address in clause 2.1. Forms 1 and 2 are available on the Information Regulator's website and from the Information Officer on request.
- xneelo will notify the data subject of the action taken on a request for correction or deletion within 30 days.
- A data subject who is not satisfied with how xneelo has dealt with a matter under this clause may lodge a complaint with the Information Regulator using Form 5 of the POPIA Regulations, to be sent to POPIAComplaints@inforegulator.org.za. That form is prescribed under the POPIA Regulations and is not the same as the PAIA complaint form referred to in clause 11.1 above.

13. Availability and updating of this manual

- 13.1 In terms of section 51(3) of PAIA, this manual is available on the xneelo website, free of charge; at the principal place of business of xneelo for public inspection during normal business hours, free of charge; to any person on request, on payment of a reasonable amount; and to the Information Regulator on request.
- 13.2 xneelo reviews and updates this manual periodically and whenever there are significant changes to our records, processing activities, entity structure, or contact information.
- 13.3 The most recent version is the version published on the xneelo website.