

PAIA Manual

In terms of Section 51 of the Promotion of Access to Information Act (PAIA)
CreaWeb XYZ (PTY) Ltd

1. Company Information

Field	Details
Name of Company	CreaWeb XYZ (PTY) Ltd
Registration Number	2017 / 516808 / 07
D-U-N-S Number	654536022
Registered Address	Links Office Park, Somerset West, Cape Town 7130, South Africa
Postal Address	UNIT 4232, Beach Road, Greenways Estate Strand 7140
Email	admin@creaweb.xyz
Telephone	+27 834 97 97 99
Information Officer	Mario Delaquis
Information Officer Email	admin@creaweb.xyz
Websites	www.creaweb.co.za

2. Company Overview

CreaWeb XYZ (PTY) Ltd is a registered web development and digital marketing company based in Somerset West, South Africa. The company provides web design, hosting, SEO services, and multilingual content development for small and medium enterprises. Some services include form handling, lead generation, and QR-integrated web modules.

3. PAIA Purpose

This manual is compiled in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (PAIA), to assist requesters in accessing company-held records.

4. Categories of Records Held

- Company registration and compliance documents
- Financial and tax records (non-public)
- Client project information

- Contract and service agreements
 - Email correspondence
 - Website content and backups
 - Analytics data and traffic reports
 - Employee/contractor records (if applicable)
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5. Request Procedure

To request access to any records, a written request must be submitted to the Information Officer, either via email or physical post.

The requester must:

- Use the prescribed Form C (available at www.justice.gov.za)
 - Provide sufficient detail to identify the record and the requester
 - Include proof of identity (copy of ID or company registration)
 - Specify the format in which the access is required
 - Pay the prescribed access/request fee (if applicable)
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6. Grounds for Refusal

Access to certain records may be refused under Sections 62–70 of the PAIA Act, including but not limited to:

- Information that infringes third-party privacy
 - Trade secrets or confidential company data
 - Legal privilege or ongoing investigations
 - Commercial information of clients under NDA
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7. Available Forms & Fees

Form C and the full PAIA Fee Schedule are available at:

 www.justice.gov.za/paia/paia.htm


8. POPIA & Data Protection


In accordance with the Protection of Personal Information Act (POPIA), CreaWeb XYZ (PTY) Ltd is committed to the responsible collection, storage, and usage of all personal data. No customer data is sold, monetized or shared without prior consent.

9. Contact

Information Officer:

Mario Delaquis

 admin@creaweb.xyz

 +27 834 97 97 99