

Buzzworks Technology — PAIA Manual

Oct 9, 2026 · @Rishi

Version 1.0, effective 9 October 2026.

1. About this manual

This manual explains how to request access to records held by Buzzworks Technology (Pty) Ltd. It is compiled under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and covers the Protection of Personal Information Act 4 of 2013 (POPIA).

Item	Detail
Company	Buzzworks Technology (Pty) Ltd
Registration number	2025/318372/07
Type of body	Private body (private company)
Head of the body and Information Officer	Rishi Iver, director. Registered with the Information Regulator on 6 October 2026.
Street address	41 Montrose Avenue, Northgate, Randburg, Johannesburg, 2188
Postal address	Same as street address
Email	hello@buzzworks.co.za
Phone	076 401 0117
Website	https://buzzworks.co.za

No Deputy Information Officer has been designated.

2. The Regulator's guide to PAIA

The Information Regulator publishes a guide on how to use PAIA. It explains how to request records from public and private bodies, what a request must contain, and what to do if a request is refused.

The guide is available on the Regulator's website at inforegulator.org.za/paia, together with the prescribed PAIA forms. You can also ask our Information Officer to point you to it.

The Regulator's offices are at Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.

3. Records available without a request

These records are freely available and need no PAIA request:

- the content of our website, including service descriptions and published pricing;
- our privacy and POPIA notice;
- this manual.

No notice has been published under section 52(2) of PAIA.

Records kept under other laws

We keep records as these laws require. A record kept under a law is still subject to a PAIA request unless that law makes it public.

Law	Records
Companies Act 71 of 2008	Memorandum of Incorporation, securities register, directors' register, resolutions, annual returns
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax returns, assessments and supporting accounting records
Value-Added Tax Act 89 of 1991	None at present. The company is not registered for VAT.
Protection of Personal Information Act 4 of 2013	Information Officer registration, processing records, breach records
Promotion of Access to Information Act 2 of 2000	This manual and records of access requests
Electronic Communications and Transactions Act 25 of 2002	Records of electronic communications with clients
Employment laws (Basic Conditions of Employment Act, Labour Relations Act, Unemployment Insurance Act)	None at present. The company has no employees.

4. Records we hold

These are the categories of records Buzzworks holds. Access to any of them needs a request under section 6 and may be refused on the grounds PAIA allows.

Category	Examples
Company and statutory	Memorandum of Incorporation, registers, CIPC filings, resolutions, founders' agreement
Financial and tax	Accounting records, invoices, bank statements, tax returns
Enquiries and prospects	Website enquiries, assessment requests, proposals
Clients	Contracts, operator agreements, correspondence, assessment findings, monthly service reports
Service delivery	Client environment documentation, configurations, monitoring data, support tickets, change records
Suppliers	Supplier agreements, invoices, account details
IT and security	Internal policies, system and access logs, backup records, incident and breach records
Marketing	Website content, flyers, brochures

5. Personal information we process

Buzzworks processes personal information to answer enquiries, deliver managed IT and compliance services, and meet its legal duties.

Whose information	What we hold	Why
People who enquire	Name, company, email, phone number if given, team size, message	To reply and to arrange the assessment they asked for
Clients and their contact persons	Contact details, contract and billing details, correspondence	To deliver services, invoice, and keep records the law requires

Whose information	What we hold	Why
Clients' staff and customers	Names, usernames, email addresses, device and account details, and data on client systems we are given access to	To deliver services on the client's instructions. Buzzworks acts as the client's operator.
Suppliers	Contact and account details	To buy and pay for goods and services
Directors	Identity and contact details	To meet company-law and regulatory duties

Who we share it with

- Domains.co.za, which hosts our website, email and backups in South Africa.
- Providers of the tools we use to deliver services, including Cloudflare, 3CX and SXI/XLayer where a client buys those services.
- Our accountants, auditors and attorneys, where needed.
- Regulators and authorities, where the law requires it.

We do not sell personal information.

Transfers outside South Africa

Our website and email are hosted in South Africa. Cloudflare runs a global network, so traffic for client websites on Cloudflare may be processed outside South Africa. Other tools we use to deliver services may also store or process personal information outside South Africa. Where a tool does, we transfer personal information only as section 72 of POPIA allows.

How we protect it

Access is limited to our engineers, protected by multi-factor authentication, and removed when no longer needed. Devices are encrypted and kept patched. Data in transit is encrypted. We keep a retention schedule and a breach response plan, set out in our internal POPIA policies.

6. How to request access to a record

1. Complete Form 2, "Request for access to record", from the Regulator's website at info regulator.org.za/paia.

2. Describe the record clearly enough for us to find it, and say which right you want to exercise or protect and why you need the record for it.
3. Attach proof of your identity. If you are asking on someone else's behalf, attach proof that you may act for them.
4. Email the form to our Information Officer at hello@buzzworks.co.za with "PAIA request" in the subject line.
5. Pay the request fee when we ask for it. We start processing once it is paid.

Fees

Fees are set in Annexure B of the PAIA Regulations, 2021.

Item	Fee
Request fee, per request	R140.00
Photocopy or printed black-and-white A4 page	R2.00 per page
Deposit, if finding and preparing the record will take more than six hours	One third of the access fee

Someone asking for their own personal information does not pay the request fee. Other fees for copies still apply.

What happens next

We decide within 30 days of receiving a complete request and tell you the outcome and any access fee on Form 3. PAIA lets us extend this once, by up to 30 days, if we tell you why.

When we may refuse

We may or must refuse a request on the grounds in sections 62 to 70 of PAIA. These include protecting another person's privacy, a third party's or our own commercial information, confidential information, a person's safety, and legally privileged records.

If you disagree with our decision

A private body has no internal appeal. You may complain to the Information Regulator on Form 5 within 180 days of our decision, or apply to a court.

7. Availability and updates

This manual is available:

- on our website at <https://buzzworks.co.za>;
- at the company's principal place of business, by arrangement during business hours;
- by email from our Information Officer, free of charge;
- to the Information Regulator on request.

We review the manual once a year and update it when our details, records or processing change.

Version	Date	Change
1.0	9 October 2026	First issue, approved by the director

8. Approval

This manual is approved by the head of the body.

Item	Detail
Name	Rishi Iver
Capacity	Director and Information Officer
Company	Buzzworks Technology (Pty) Ltd

Signature: _____ 

Date: _____ 10/9/2026

Sources

Checked on 9 October 2026.

- [Information Regulator: PAIA guide, forms and complaints](#)
- [PAIA Regulations, 2021: Annexure B fees](#)
- [Government notice: all private bodies must have a PAIA manual from 1 January 2022](#)