

# PAIA & POPIA Manual

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*For Nouveau Realty (Pty) Ltd t/a Century 21 City Bowl & Camps Bay*

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## 1. Contact Details

Company Name: Nouveau Realty (Pty) Ltd

Trading As: Century 21 City Bowl & Camps Bay

Registration Number: [2024/202068/07]

Head of Business: [Marlene Snowdon (Principal); Tamara Nettmann (Principal); Amanda Velez (Operations Manager)]

Position: [Principals and Operations Manager]

Physical Address: [130 Bree Street Cape Town]

Postal Address: [As Above]

Telephone Number: [021 824 1093]

Email Address: [tamara.nettmann@century21.co.za; [marlene.snowdon@century21.co.za](mailto:marlene.snowdon@century21.co.za);  
amanda.velez@century21.co.za]

Website: [www.century21.co.za]

## 2. Introduction

This manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act (PAIA), Act 2 of 2000, and the Protection of Personal Information Act (POPIA), Act 4 of 2013.

It outlines the procedures to access records and the approach to managing personal information by the company.

## 3. Company Overview

Nouveau Realty (Pty) Ltd t/a Century 21 City Bowl & Camps Bay is a real estate company offering residential and commercial property services, including sales, rentals, and property management.

#### **4. Categories of Records Held**

- Company incorporation and statutory records
- Financial and accounting records
- Employment and HR records
- Property sale and rental agreements
- Marketing materials and listing data
- Client FICA documents
- Trust account records
- Email correspondence and internal communication

#### **5. Requesting Access to Records (PAIA)**

Access to records must be requested using Form C as prescribed in the PAIA Regulations. Requests must be directed to the head of the company and may be subject to a prescribed fee. Access will be granted unless grounds for refusal apply as per the Act.

#### **6. Fees**

Requestors may be charged a request fee and access fee depending on the nature of the request. A fee schedule is available upon request.

#### **7. Voluntary Disclosures**

The company may voluntarily disclose certain information including marketing brochures, FAQs, and standard lease templates. These may be published on our website or made available upon request.

#### **8. POPIA – Personal Information Management**

In accordance with POPIA, the company undertakes to lawfully process and safeguard personal information of clients, employees, and other stakeholders. Data is collected with consent, stored securely, and only retained as necessary for operational or legal purposes.

## **9. Data Subject Rights**

Data subjects have the right to access, correct, update, or request deletion of their personal data. Requests must be made in writing to the designated Information Officer.

## **10. Availability of this Manual**

This manual is available at the company's head office for public inspection and on our official website.