

PAIA Manual for Melnick Cyberdesign (Pty) Ltd t/a WSI Durban

(Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000, as amended, and aligned with the Regulations relating to the Promotion of Access to Information, 2021)

1. Introduction

Company Name: Melnick Cyberdesign (Pty) Ltd

Registration Number: 2023/673418/07

Trading As: WSI Durban

Physical Address: Suite 4, 27 on Village, 27 Village Road, Kloof, 3610

Telephone: 031-764-0776

Director's Mobile (Toni Roberson): 082-491-7708

Website: <https://wsionlinebusiness.co.za>

2. Company Structure & Key Personnel

Directors

- Nicholas Jon Gard – British citizen, SA permanent resident
- Melanie Louise Gard – South African citizen
- Toni Roberson – South African citizen

Information Officer: Melanie Louise Gard

Deputy/Administrative Officer: Nicholas Jon Gard

3. Section 51 Manual Requirements

This manual has been compiled in compliance with PAIA and includes:

- Company contact details
- Description of company structure and operations
- Categories of records held (statutory and operational)
- Procedures to request access to records
- Applicable fees
- Relevant legislation

4. Records Available

Categories of Records Held:

- HR and payroll records
- Marketing and customer service records (CRM: HubSpot)
- Accounting records (Sage Online)
- Project management records (Monday.com)
- Google Drive (business records and communications)
- Financial statements and statutory company records
- Electronic communications and website activity

5. Request Procedure

Requests for access to records must follow the prescribed process:

1. **Complete the Request Form**

Use [Form 2 of Annexure A](#) (as prescribed in the PAIA Regulations, 2021, available on the Information Regulator's website: Information Regulator Forms

2. **Submit the Form**

Send the completed form by hand delivery, post, or email to:

- **Information Officer:** Melanie Louise Gard
- **Physical Address:** Suite 4, 27 on Village, 27 Village Road, Kloof, 3610
- **Email:** mel@wsicyberdesign.com
- **Telephone:** 031-764-0776

2. **Payment of Fees**

- A request fee (if applicable) must be paid before the request is processed.
- The requester will be notified of the prescribed fee and banking details.

6. Purpose of Processing Personal Information

Melnick Cyberdesign processes personal information for:

- Marketing communications
- Service delivery and client management
- Customer support
- Financial processing and administration

7. Data Subjects & Categories of Information

Data Subjects:

- Clients
- Employees
- Suppliers
- Website visitors

Categories of Information:

- Personal identifiers
- Contact details
- Financial and transactional information
- Service-related communications

8. Security Safeguards

Melnick Cyberdesign has implemented appropriate technical and organisational measures, including:

- **Physical Security:** Access-controlled premises, alarm system, locked storage of sensitive documentation.
- **Digital Security:** Password-protected and updated systems, antivirus and firewalls, secure cloud storage with restricted access.

- **Access Controls:** Role-based permissions, limited access to authorised personnel only.
- **Data Encryption:** Information encrypted during transmission and at rest (e.g. encrypted messaging and secure cloud upload).
- **Staff Training:** Regular POPIA and data security awareness sessions.
- **Policies:** Regularly reviewed internal privacy and data protection policies.
- **Incident Management:** Logged data breaches and formal breach response plan.
- **Additional Measures:**
 - Two-factor authentication enabled on all applicable accounts.
 - No storage of client credit card details.
 - Routine deletion of client data upon termination of services (except minimal retention on CRM for newsletter communications, unless unsubscribed).
 - Regular backups of data and emails.

9. Objection & Correction Procedures

Right to Object

- Data subjects may object to the processing of personal information under conditions outlined in POPIA.
- To lodge an objection, complete **Form 1** (as per POPIA Regulations) and submit to the Information Officer.

Right to Request Correction

- Data subjects may request the correction, deletion, or updating of personal information held by the company.
- Submit requests using **Form 2** (as per POPIA Regulations).

Submission Details:

- **Information Officer:** Melanie Louise Gard
- **Email:** mel@wsicyberdesign.com



Melnick Cyberdesign Pty Ltd T/A WSI Digital

27 on Main, 27 Old Main Road, Kloof, KZN, 3610 | Company Registration No: 2023/673418/07 | 031 764 0776 |

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