



PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL
NUUT SKINCARE (PTY) LTD

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of
2000 ("PAIA")

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1. INTRODUCTION

NUUT SKINCARE (PTY) LTD (“NUUT.”, “the Company”, “we”, “our”, or “us”) is committed to transparency, accountability, and compliance with the Promotion of Access to Information Act, 2 of 2000 (“PAIA”).

This manual provides information regarding the records held by NUUT. and the procedures for requesting access to such records.

2. COMPANY DETAILS

Company Name: NUUT SKINCARE (PTY) LTD

Registration Number: 2026/248793/03

Physical Address: 154 Bluebell Way, Brackenfell, Cape Town

Postal Address: 154 Bluebell Way, Brackenfell, Cape Town

Email Address: info@nuutskincare.co.za

Website: www.nuutskincare.co.za

Telephone Number: +27 69 598 0568

3. INFORMATION OFFICER

The Information Officer appointed in terms of PAIA is:

Name: Byron Tandel - Director / Information Officer

Email: Byron.Tandel@nuutskincare.co.za

Telephone: +27 69 598 0568

4. GUIDE ON HOW TO USE PAIA

A guide on how to use PAIA is available from the Information Regulator.

Information Regulator South Africa

Website: www.justice.gov.za/inforeg

Email: PAIACompliance@inforegulator.org.za

5. RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

The following records may be available on the NUUT. website without the need for a formal PAIA request:

- Product information
- Pricing information
- Terms and Conditions
- Privacy Policy
- Delivery Policy
- Returns and Refund Policy
- Contact information
- Marketing and promotional material

6. RECORDS HELD BY NUUT.

The Company may hold the following categories of records:

Company Records

- Memorandum of Incorporation
- Shareholder records
- Statutory records
- Company registration documents

Financial Records

- Accounting records
- Tax records
- Banking records
- Invoices
- Supplier records

Human Resources Records

- Employment contracts
- Payroll records
- Leave records
- Personnel files

Operational Records

- Supplier agreements
- Customer orders
- Product specifications
- Inventory records
- Marketing records

Information Technology Records

- Website records
- Email communications
- Electronic databases
- Security logs

Customer Records

- Customer profiles
- Purchase history
- Delivery information
- Customer service communications

7. PROCESSING OF PERSONAL INFORMATION

NUUT. processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).

Personal information may be collected and processed for:

- Processing customer orders
- Delivering products
- Customer support
- Marketing communications (with consent)
- Compliance with legal obligations
- Managing supplier relationships

8. REQUEST PROCEDURE

Any person requesting access to records held by NUUT. must submit a written request to the Information Officer.

The request must contain:

- Full name and contact details
- Description of the record requested
- Reason for requesting access
- Preferred format of access

Requests may be submitted to:

Email: info@nuutskincare.co.za

9. FEES

Request fees and access fees may be payable in accordance with PAIA regulations. Applicants will be informed of any applicable fees before access is granted.

10. GROUNDS FOR REFUSAL OF ACCESS

Access to records may be refused where permitted under PAIA, including where disclosure would:

- Infringe personal privacy rights
- Reveal confidential commercial information
- Compromise security
- Breach legal privilege
- Violate contractual obligations

11. REMEDIES AVAILABLE

Should a requester be dissatisfied with the outcome of a request, they may lodge a complaint with the Information Regulator.

Information Regulator South Africa

Website: www.justice.gov.za/infoereg

Email: PAIAComplaints@infoeregulator.org.za

12. AVAILABILITY OF THIS MANUAL

This manual is available:

- On the NUUT. website at www.nuutskincare.co.za
- By request from the Information Officer
- In electronic format upon request

Last Updated: June 2026

Approved By: NUUT SKINCARE (PTY) LTD Director – Byron Tandel

Tagline: Begin again.