PAIA Manual

Gemelli IT Consulting Services. Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). Last updated 17 November 2026.

1. Business details

Name of business	Gemelli IT Consulting Services
Head of the business and Information Officer	Massimo Barresi
Type of business	IT support and consulting for businesses
Physical address	Unit 6, The Gregorian, Fitzpatrick Street, Farrar Park, Boksburg, Gauteng, 1459 (a residential complex; for postal and legal purposes only, not for visits or deliveries)
Telephone / WhatsApp	076 635 2734
Email for requests	massimo@gemelliit.com
Website	https://gemelliit.com

2. Purpose of this manual

This manual explains how a person can request access to records held by Gemelli IT Consulting Services under PAIA, and the categories of records we hold. It should be read with our privacy notice at https://gemelliit.com/privacy/, which explains how we handle personal information under the Protection of Personal Information Act (POPIA).

3. The Information Regulator's guide

A guide on how to use PAIA is available from the Information Regulator. Contact details and the guide are on the Regulator's website: https://inforegulator.org.za.

4. Records available without a request

The information published on our website, https://gemelliit.com, is available to anyone without a formal request. This includes our service descriptions, contact details and privacy notice.

5. Categories of records we hold

We hold records in the following general categories. A record being listed here does not mean access will be granted; each request is considered under PAIA.

• Business records: financial and tax records, invoices, agreements with suppliers and service providers.

• Client records: contact details, service requests, work done and agreements with clients.

• Technical records: documentation and support notes for client systems we manage, held to deliver the service.

• Marketing records: website content, social media content and general business communications.

6. How to request a record

A request must be made on the prescribed form (Form 2) issued under the PAIA regulations, which is available from the Information Regulator's website. Complete the form with enough detail to identify the record and the requester, and state the form of access you want and the right you wish to protect. Send the completed form to massimo@gemelliit.com or deliver it to the address above by arrangement.

We will respond within the period set by PAIA, normally 30 days, and will tell you if the request is granted, refused (with reasons) or if more time is needed. A requester may be required to pay the prescribed request fee and any access fee before a record is released. Fees are set by the regulations and are available from the Information Regulator.

7. Grounds for refusal

PAIA sets out the grounds on which a request may be refused, such as protecting the privacy of another person, commercial confidentiality, or the safety of a person. If we refuse access, we will give the reason and explain how you can complain to the Information Regulator or apply to a court.

8. Updates to this manual

This manual will be updated when our details or the way we hold records change. The current version is always available from our website.