

# **Africa Automotive Holdings (Pty) Ltd**

REGISTRATION NUMBER:

## **PAIA MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** Chief Executive Officer;
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“IO”** Information Officer;
- 1.4 **“Minister”** Minister of Justice and Correctional Services;
- 1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.6 **“POPIA”** Protection of Personal Information Act No. 4 of 2013;
- 1.7 **“Regulator”** Information Regulator; and
- 1.8 **“Republic”** Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual may be used by a member of the Public (the requestor) to:

- 2.1 check the categories of records held by this practice which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the practice, by providing a description of the subjects on which the practice holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the practice which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer (where relevant) who will assist the requestor with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the practice will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the practice plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the practice has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

**3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF AFRICA AUTOMOTIVE HOLDINGS (PTY) LTD**

**3.1 Chief Information Officer**

Name:  
Tel:  
Email:  
Website:

**3.2 Deputy Information Officer**

Name: No Deputy Information Officer has been appointed

**3.3 Access to information general contacts**

Email:

**3.4 Physical address:**

**Postal address:** as for physical address

Telephone:  
Email:  
Website:

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use the PAIA (“Guide”), in an understandable form and manner, as may be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the office languages and in braille.
- 4.3 This Guide contains the description of:
- 4.3.1 the objects of PAIA and POPIA;
  - 4.3.2 the postal and street address, phone, and electronic mail address of:
    - the Information Officer (IO) of every public body, and
    - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3 the manner and form of request for:
    - the access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6 all remedies in law available regarding an act of failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
    - an internal appeal
    - a complaint to the Regulator; and

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<sup>1</sup> Section 17(1) of PAIA – for the purposes of PAIA, each public body must, subject to legislation governing of the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> Section 56(2) of POPIA – Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55 (1) of POPIA.

<sup>3</sup> Section 11(1) of PAIA – a requester must be given access to a record of a public body in that requester complies with all the procedural requirements in PAIA relating to a request for access to that record, and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this part.

<sup>4</sup> Section 50(1) of PAIA – a requester must be given access to any record of a private body if:

- a) that record is required for the exercise or protection of any rights;
  - b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
  - c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part
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4.3.6.3 an application to a court against the decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator and or a decision of the head of a private body;

4.3.7 the provisions of sections 14<sup>s</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8 the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92<sup>11</sup>.

4.4 A requester can inspect or make copies of the Guide from the offices of the practice and/or the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained-

4.5.1 Upon request to the Information Officer

4.6 A copy of the Guide is also available in the following official language, for public inspection during normal working hours:

4.6.1 English

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<sup>5</sup> Section 14(1) of PAIA – the information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA – the head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA – the information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA – the head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA – the information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 52(1) of PAIA – the head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding:

- a) Any matter which is required or permitted by this Act to be prescribed;
  - b) Any matter relating to the fees contemplated in sections 22 and 54;
  - c) Any notice required by this Act
  - d) Uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
  - e) Any administrative or procedural matter necessary to give effect to the provisions of this Act
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5. **CATEGORIES OF RECORDS OF AFRICA AUTOMOTIVE HOLDINGS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS PERSON HAVING TO REQUEST ACCESS.**

A requester may download or request these records telephonically or by sending an email to **ABC** or by posting a letter to the practice address

Category of records	Types of the Record	Available on Website

6. **DESCRIPTION OF THE RECORDS OF AUTOMOTIVE HOLDINGS (PTY) LTD Y WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION**

Category of Records	Applicable Legislation
Acts Standard operating procedures relating to legislation Manuals	<ul style="list-style-type: none"> <li>● Basic Conditions of Employment Act No 75 of 1997</li> <li>● B-BBEE Act No 53 of 2003</li> <li>● Compensation for Occupational Injuries and Diseases Act No 130 of 1993</li> <li>● Consumer Protection Act No 68 of 2008</li> <li>● Copyright Act No 98 of 1978</li> <li>● Electronic Communications and Transactions Act No 25 of 2002</li> <li>● Employment Equity Act No 55 of 1998</li> <li>● Financial Intelligence Centre Act No 38 of 2001</li> <li>● Harmful Business Practices Act No 23 of 1999</li> </ul>

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|  | <ul style="list-style-type: none"><li>● Income Tax Act No 58 of 1962</li><li>● Labour Relations Act No 66 of 1995</li><li>● Medical Schemes Act No 131 of 1998</li><li>● Medicines and Related Substances Control Act No 101 of 1965</li><li>● Mental Health Care Act No 17 of 2002</li><li>● National Credit Act No 34 of 2005</li><li>● Occupational Health and Safety Act No 85 of 1993</li><li>● Promotion of Access to Information Act No 2 of 2000</li><li>● Protection of Personal Information Act No 4 of 2021</li><li>● Regulation of Interception of Communications and Provision of Communication-Related Information Act No 70 of 2002</li><li>● Skills Development Act No 97 of 1998</li><li>● Skills Development Levies Act No 9 of 1999</li><li>● Traditional Health Practitioners Act No 35 of 2007</li><li>● Unemployment Insurance Act No 63 of 2001</li><li>● Value Added Tax Act No 89 of 1991</li></ul> |
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**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY AUTOMOTIVE HOLDINGS (PTY) LTD**

Subjects on which the body holds records	Categories of records
7.1 Statutory and Legal	<ul style="list-style-type: none"> <li>● Contractual and legal agreements</li> <li>● Health and safety records</li> </ul>
7.2 Human Resources	<ul style="list-style-type: none"> <li>● HR policies and procedures</li> <li>● Skills development plan and report</li> <li>● Employee records including contracts</li> <li>● Payroll</li> <li>● Tax records</li> <li>● Benefits</li> <li>● IR disciplinary and grievance procedures and hearings, including CCMA Records</li> </ul>
7.3 Administration, Finance & Accounting	<ul style="list-style-type: none"> <li>● Accounting records</li> <li>● Annual financial statements</li> <li>● Tax returns</li> <li>● Policies &amp; Procedures</li> <li>● Patient billing and receipting</li> <li>● Bank account details</li> </ul>
7.4 Insurance	<ul style="list-style-type: none"> <li>● Policies, including coverage, limits, and insurers</li> <li>● Claim Records</li> </ul>
7.5 Information Technology	<ul style="list-style-type: none"> <li>● Hardware</li> <li>● Software packages</li> <li>● Licenses</li> <li>● IT policies and procedures</li> <li>● Operating systems</li> <li>● Usage statistics</li> <li>● Domain information</li> </ul>
7.6 Assets	<ul style="list-style-type: none"> <li>● Fixed assets register</li> </ul>

	<ul style="list-style-type: none"> <li>● Leases</li> <li>● Equipment details</li> </ul>
<b>7.7 Operational information</b> This information can be defined as information needed in the day-to-day running of the organization.	<ul style="list-style-type: none"> <li>● Internal telephone lists</li> <li>● Lease agreements</li> <li>● Business contracts</li> <li>● Address lists</li> </ul>
<b>7.8 Customers' information</b>	<ul style="list-style-type: none"> <li>●</li> </ul>

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

*Personal demographics and clinical information are processed for the purposes of obtaining a diagnosis for medical and/or health reasons.*

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relation thereto

Categories of Data Subjects	Personal Information that may be processed
Clients/customers	Name, address, identity numbers, company registration number, addresses

**8.3 The recipients or categories of recipients to whom the personal information may be supplied**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Eg: ID and names, for criminal checks	South African Police Services
Credit and payment history, for credit information	Credit Bureaus

**8.4 Planned transborder flows of personal information**

*There are no planned transborder flows of information and all information will be stored in a secured cloud inside of South Africa.*

**8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information**

- All data received and sent using electronic methods is data encrypted*
- Computer systems have anti-virus and anti-malware software installed to prevent unauthorised*
- Data access is only accessible by providing passwords*
- All hard copy data is managed securely while on site and while being transported using protocols and standard operating procedures designed to prevent unauthorised access*
- Any information processed and not required is destroyed by cross shredding on site.*

**9. AVAILABILITY OF THE MANUAL**

**9.1 A copy of the Manual is available**

9.1.1 At the office of Automotive Holdings (Pty) Ltd for public inspection during normal business hours

- To any person upon request and upon the payment of a reasonable prescribed fee;
- and
- To the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## 10. UPDATING OF THE MANUAL

The Information Officer of Automotive Holdings (Pty) Ltd will update this manual on a regular basis.

*As of date this is version 123*

*Issued by*

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**INFO OFFICER OF AUTOMOTIVE HOLDINGS (PTY) LTD**