MOTORDRIVE · PAROW, CAPE TOWN · SINCE 1984

POPIA & PAIA Manual

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

MOTORDRIVE

13B Binders Road, Parow East, Cape Town

info@motordrive.co.za · 021 939 2017 · motordrive.co.za

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1. LIST OF ACRONYMS AND ABBREVIATIONS

ACRONYM	MEANING
IO	Information Officer
Minister	Minister of Justice and Constitutional Development
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa

2. PURPOSE OF THIS MANUAL

This manual is prepared in terms of section 51 of PAIA and helps you to:

- check the categories of records held by Motordrive which are available without a person having to submit a formal PAIA request;
- understand how to make a request for access to a record, through a description of the subjects on which we hold records and the categories of records held on each subject;
- know the description of the records which are available in accordance with any other legislation;
- access the contact details of the Information Officer, who will assist the public with the records they want to access;
- know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain it;
- know whether we process personal information, the purpose of the processing, and the categories of data subjects and information involved;
- know the recipients or categories of recipients to whom personal information may be supplied;
- know whether we plan to transfer or process personal information outside the Republic; and
- know whether we have appropriate security measures to ensure the confidentiality, integrity and availability of personal information.

3. KEY CONTACT DETAILS

INFORMATION OFFICER

Name	Marius Janse van Rensburg
Position	Owner
Telephone	021 939 2017
Email	marius@motordrive.co.za

MOTORDRIVE

Business name	Motordrive
Physical address	13B Binders Road, Parow East, Cape Town
Telephone	021 939 2017
Email	info@motordrive.co.za
Website	motordrive.co.za

4. GUIDE ON HOW TO USE PAIA

The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("the Guide"), in an easily understandable form, as may reasonably be required by a person who wishes to exercise any right under PAIA and POPIA. The Guide is available in each of the official languages and in braille.

The Guide describes, among other things:

- the objects of PAIA and POPIA;
- the contact details of the Information Officer of every public body and every Deputy Information Officer of every public and private body;
- the manner and form of a request for access to a record of a public body (section 11) and of a private body (section 50);
- the assistance available from Information Officers and from the Regulator;
- all legal remedies regarding an act or failure to act under PAIA and POPIA, including internal appeals, complaints to the Regulator and court applications;
- the requirement for public and private bodies to compile a manual (sections 14 and 51) and how to obtain it;
- the voluntary disclosure of categories of records (sections 15 and 52);
- the notices regarding fees payable for requests (sections 22 and 54); and
- the regulations made in terms of section 92.

Members of the public can inspect or copy the Guide at the offices of public and private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained on request from the Information Officer, or from the Regulator's website: inforegulator.org.za.

5. RECORDS AVAILABLE UNDER OTHER LEGISLATION

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPI Manual and Privacy Notice	Protection of Personal Information Act 4 of 2013
Consumer records (quotes, invoices, warranties)	Consumer Protection Act 68 of 2008
Tax and VAT records	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011
Employment records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Workplace injury records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Health and safety records	Occupational Health and Safety Act 85 of 1993

6. SUBJECTS AND CATEGORIES OF RECORDS

SUBJECT	CATEGORIES OF RECORDS
Vehicles and workshop	Job cards, quotes, service and repair histories, dyno test results, warranty records
Fleet clients	Fleet maintenance schedules, agreements and vehicle records
Accreditation	MIWA grading and RMI membership records
Finance	Invoices, payment records, accounting records
Employees	Employee records and conditions of employment
Statutory and legal	Health and safety files; other compliance documents

7. PROCESSING OF PERSONAL INFORMATION

PURPOSE OF PROCESSING PERSONAL INFORMATION

Motordrive collects and uses personal information from individuals and organisations to run the business efficiently. This includes personal information of clients, employees, contractors, suppliers and service providers. For more details on how we process personal information, the purposes for which it is used, the categories of third parties with whom it may be shared and any planned trans-border flows, please see the Privacy Notice on our website, motordrive.co.za, which forms part of this manual. A copy can also be requested from the Information Officer.

CATEGORIES OF DATA SUBJECTS AND THEIR PERSONAL INFORMATION

DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
Clients and vehicle owners	Name, contact details, address, vehicle details (make, model, registration and VIN), service history, invoices and payment details; company details for fleet clients
Service providers and suppliers	Business name, representative names and contact details, registration and VAT numbers, address, bank details
Employees	Name, identity number, address, contact details, qualifications and trade certificates, bank details

PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

We use cloud-based services, such as email and website hosting, which may store information in data centres outside South Africa. We only use providers who protect personal information to a standard similar to POPIA.

INFORMATION SECURITY MEASURES

Motordrive takes reasonable, appropriate technical and organisational measures to keep personal information confidential and secure against unauthorised access, loss or destruction. These include:

- keeping paper records, such as job cards and invoices, in a secure place at the workshop;
- password-protected computers, phones and email accounts;
- sharing personal information only with people who need it;
- regular backups of important records; and
- disposing of records securely once they are no longer needed.

8. REQUEST FOR ACCESS PROCEDURE

PROTECTION OF INFORMATION

Motordrive prioritises protecting the private and confidential information of its data subjects. Please make sure any request is properly justified under the POPI Act and the rights the requester relies on. Requests are not automatically granted, and brief reasons will be given for any refusal.

REQUESTER

Any person making a request for access to Motordrive's records is referred to as a "requester".

FORMS

The requester can obtain the latest PAIA and POPIA forms from the Information Regulator's website, or request a copy from the Information Officer.

SUBMITTING A REQUEST

The requester must complete the prescribed form, "PAIA Form 2", and submit it with the request fee and a deposit, if applicable, to the Information Officer using the contact details in section 3 of this manual. The form must include enough detail for the Information Officer to identify the records requested, verify the identity of the requester, determine the form of access required, and contact the requester.

JUSTIFYING THE REQUEST

The requester must state that the information is needed to exercise or protect a right, explaining the nature of the right and why the records are needed for it.

TIMELINE AND OUTCOME

Requests are processed within 30 days of receipt. The requester will be told on "PAIA Form 3" whether access is granted or refused, with reasons. The 30-day period may be extended by a further 30 days if the request involves a large volume of information or cannot reasonably be processed in time; the requester will be told in writing.

ACCESS GRANTED

If access is granted, the Information Officer will tell the requester the access fee (if any), the form in which access will be given, and the requester's right to apply to court against the fee or form of access.

ACCESS REFUSED

If access is refused, the Information Officer will give adequate reasons, including the relevant provisions of the Act, without referring to the content of the record, and will inform the requester of the right to apply to court.

RECORDS THAT CANNOT BE FOUND

If all reasonable steps have been taken to find a record and it cannot be found, the Information Officer will notify the requester by affidavit or affirmation. If the record is found later, access will be given unless there are grounds for refusal.

PARTIAL ACCESS

In terms of section 59 of PAIA, the Information Officer may give access to only those parts of a record to which access is not prohibited.

9. FEES

PAIA provides for two types of fees: a request fee, which is a standard fee, and an access fee, calculated on reproduction costs, search and preparation time, and postage.

- On receiving a request, the Information Officer will notify the requester to pay the prescribed request fee before the request is processed further.
- A requester asking for their own personal information pays no request fee, but the prescribed access and reproduction fees apply.
- If the search and preparation will take longer than the hours prescribed in the regulations, the requester will be asked to pay a deposit towards the access fee.
- Records will be withheld until the fees have been paid.
- If access is refused after a deposit has been paid, the deposit will be refunded.
- No fee is payable for an objection to processing, a request for correction or deletion of personal information, or a complaint about interference with the protection of personal information.

10. GROUNDS FOR REFUSAL

Motordrive may refuse access to information on the legal grounds set out in Chapter 4 of PAIA (sections 62 to 70) and in POPIA. The outcome will be recorded on "PAIA Form 3".

11. REMEDIES

Motordrive has no internal appeal procedure, so decisions by the Information Officer are final. A requester who is not satisfied may lodge a complaint with the Information Regulator or apply to court.

12. COMPLAINTS

We encourage any complaint about a PAIA or POPIA request to be raised first with the Information Officer at marius@motordrive.co.za. Requesters also have the right to complain to the Information Regulator:

- **PAIA complaints (section 77):** in writing on "PAIA Form 5".
- **POPIA complaints (section 74):** in writing on "POPIA Form 5".

13. THE INFORMATION REGULATOR

Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	inforegulator.org.za

14. FORMS

All forms are available on the Information Regulator's website.

POPIA FORMS	PAIA FORMS
Form 1 – Objection to the processing of personal information	Form 1 – Request for a guide from the Regulator
Form 2 – Request for correction or deletion of personal information	Form 2 – Request for access to a record
Form 3 – Application for the issue of a code of conduct	Form 3 – Outcome of request and of fees payable
Form 4 – Consent for processing for direct marketing	Form 4 – Internal appeal
Form 5 – Complaint regarding interference with the protection of personal information	Form 5 – Complaint

15. AVAILABILITY OF THE MANUAL

A copy of this manual is available:

- on motordrive.co.za;
- at Motordrive, 13B Binders Road, Parow East, for public inspection during normal business hours;
- to any person on request, on payment of a reasonable prescribed fee; and
- to the Information Regulator on request.

A fee, as set out in Annexure B of the Regulations, is payable for each A4-size photocopy made.

16. UPDATING OF THE MANUAL

Marius Janse van Rensburg will update this manual regularly.

Date of compilation	26 November 2026
Date of revision	26 November 2027

ISSUED BY

Marius Janse van Rensburg

Owner and Information Officer, Motordrive