MOTORDRIVE · PAROW, CAPE TOWN · SINCE 1984

Privacy Notice

How Motordrive collects, uses and protects your personal information under the POPI Act

MOTORDRIVE

13B Binders Road, Parow East, Cape Town

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

Date: 26 November 2026

1. THE POPI ACT

You can read the Protection of Personal Information Act (the POPI Act) online at popia.co.za.

2. INTRODUCTION

MOTORDRIVE ("we", "us") understands the critical importance of safeguarding your personal information. We adhere to the principles set out in the Protection of Personal Information ("POPI") Act. Your privacy and personal information are of utmost importance to us, and we are dedicated to collecting and using this information in a manner that is appropriate, lawful and transparent. This privacy notice, together with the Promotion of Access to Information Act ("PAIA") and our POPIA & PAIA Manual, aims to inform you about our policies regarding the use of the data and personal information we collect, as well as your rights as a data subject.

This Privacy Notice details:

- How we collect personal information.
- The types of personal information we collect and keep.
- The purposes for which we use this personal information.
- Who we share your personal information with, where needed.
- Your rights regarding the personal information we hold.

3. ABOUT US

MOTORDRIVE is a vehicle repair, maintenance, fleet care and performance tuning workshop in Parow, Cape Town, operating since 1984. We are a 5-star MIWA graded workshop and an RMI member, and part of a group with our sister companies RSM Motor Centre and Rowland Manifolds. Our details are as follows:

Name	Motordrive
Owner & Information Officer	Marius Janse van Rensburg
Email	info@motordrive.co.za
Email (Marius)	marius@motordrive.co.za
Telephone	021 939 2017
Physical address	13B Binders Road, Parow East, Cape Town
Website	motordrive.co.za
Accreditation	5-star MIWA graded workshop; RMI member (AC-MI6001844)

4. ABOUT PERSONAL INFORMATION

According to the POPI Act, "personal information" means information relating to an identifiable, living, natural person and, where applicable, an identifiable, existing juristic person. Please refer to the POPI Act for a detailed definition and the various types or categories of personal information.

Personal information includes:

- Information automatically collected when you visit our website.
- Information collected through our business activities, such as booking a service, requesting a quote, fleet maintenance or dyno and performance work.
- Optional information that you voluntarily provide.

It excludes:

- Anonymous information that cannot identify a specific person (juristic or natural).
- Permanently de-identified data that neither relates to nor can be traced back to you.
- Non-personal statistical data that we compile.

5. HOW WE COLLECT PERSONAL INFORMATION

We collect information directly from you, including information you give us voluntarily (optional information), from third parties where permitted and consented to, and from publicly accessible sources, including:

FROM OUR WEBSITE

Our website may record basic, anonymous technical information, such as the pages visited and how long a visit lasts, to help us keep the website working well and improve it. This does not identify you. When you send us a booking or message through the forms on our website, we collect your name, phone number, email address, the service you need and anything else you choose to tell us, so that we can respond to you.

DIRECT CONTACT WITH US

When you contact us by email, telephone, WhatsApp, Facebook or in person, you give us details such as your name, email address, phone number and the details of your enquiry, so that we can respond to you.

BUSINESS TRANSACTIONS

- **Vehicle bookings, quotes and job cards:** your name, contact details, vehicle make, model and registration number, odometer reading, and the work requested and carried out.
- **Invoicing and payments:** billing information, payment methods and transaction records.
- **Warranty and aftercare:** details needed to handle warranty claims on parts and workmanship, and to remind you when a service is due.

SOCIAL MEDIA

Engagements on our social media pages, including comments and messages, help us respond to you and understand what interests you.

THIRD-PARTY SOURCES

We may obtain information from referrals, our sister companies RSM Motor Centre and Rowland Manifolds (where work is shared between us), insurers and fleet owners who send vehicles to us, and publicly accessible sources, to verify and update our records.

FROM EMPLOYEES, SUPPLIERS AND SERVICE PROVIDERS

We collect and process information you provide during an employment relationship, or to register and pay you as a supplier or service provider, including names, contact details, billing and account details, identity numbers and places of business and residence.

6. PURPOSE FOR PROCESSING PERSONAL INFORMATION

We may use or process any personal or optional information you provide for the purposes indicated when you agreed to share it with us. Processing includes gathering, disclosing and combining your personal information with other data. We generally collect and process your personal information for:

- **General correspondence and enquiries:** handling communication and responding to enquiries and quote requests.
- **Staff administration:** managing employees, contractors and general staff administration.
- **Contract administration:** administering contracts, quotes and agreements.
- **Record keeping:** maintaining accounts, registers and records, including job cards, vehicle service histories and warranty records.
- **Procurement:** sourcing, using and paying for goods and service providers.
- **Customer services:** repairing, servicing, maintaining and tuning vehicles, managing fleet maintenance, honouring warranties and keeping you informed about your vehicle.
- **Health and safety:** complying with health and safety obligations at our workshop.

We may also use the information we hold about you for purposes required or permitted by law, such as:

- **Fraud prevention:** preventing, investigating and prosecuting fraud and other unlawful activities.
- **Legal and regulatory compliance:** complying with legal and regulatory requirements and taking part in legal proceedings.
- **Consent-based purposes:** other purposes you consent to, or as otherwise lawfully permitted, including protecting our legitimate interests and those of our clients.

7. CONSENT

You may only give us your own personal information, or the information of another person if you have their permission. Where necessary, we will obtain your consent to collect personal information in accordance with applicable laws, and when you give us any registration information or optional details.

8. SHARING INFORMATION

Keeping your personal information secure is one of our top priorities. We will not disclose your personal information unless legally permitted to do so. Except as set out below, we will not transfer your personal information to third parties without your consent, unless required by law.

We do not sell lists or databases containing personal information, and we will not give your personal information to anyone for marketing purposes.

We may share your personal information with:

- People working for us who need your information to perform their duties, including contractors, agents, auditors, and legal and other professional advisers.
- Our sister companies RSM Motor Centre and Rowland Manifolds, where work or warranty claims are shared between us.
- Insurers, fleet owners or employers, where they arranged or are paying for the work on your vehicle.
- Governmental, judicial, regulatory and law enforcement bodies, such as the South African Revenue Service.
- Service providers under contract who help us run the workshop, such as parts suppliers, specialist repairers, towing services, payment and technology services. They may use your information only in connection with the services they provide to us.
- People acting as your legal guardian, executor of your estate, curator or in a similar capacity.
- Anyone else as permitted by applicable law or with your consent.

9. LEGAL DISCLOSURE

We may disclose your personal information when required by law or during a governmental audit. We may also disclose personal information if necessary:

- By a subpoena or court order.
- To comply with any law.
- To protect the safety of any person or the public.
- To prevent violations of our contractual terms.

10. INFORMATION SECURITY

We are legally obliged to protect the personal information we hold adequately and to prevent unauthorised access and use. We regularly review how we keep information secure, including physical records, computers and phones, email, and the retention and disposal of records.

When we work with third parties, we require them to keep personal information secure and confidential, to the same standard we are held to.

11. TRANSFER OF PERSONAL INFORMATION

Some of the services we use, such as email and website hosting, may store information outside South Africa. We only use providers in countries with privacy laws similar to South Africa's, or providers who protect personal information to the same standard we must uphold.

12. ACCURATE AND UP-TO-DATE INFORMATION

We strive to keep the personal information we collect accurate, current, complete, confidential and reliable for the purposes described in this notice. We may occasionally ask you to update your personal information. If any of your information changes, please contact us to correct it.

13. PERSONAL INFORMATION RETENTION

We may keep your personal information in physical or electronic records, but only for as long as necessary for the purposes stated, unless keeping it longer is required or authorised by law, or you have consented to it. Records are destroyed as soon as practical after they are no longer needed. While we keep your information, we continue to abide by our non-disclosure obligations and will not share or sell it.

14. YOUR RIGHTS AND OUR OBLIGATIONS

If we need your consent to obtain and use your data, you may withdraw that consent at any time by notifying us in writing. We will keep your data on our records for as long as we have your consent.

For lawful bases other than consent, you have the right to object to processing at any time by following the instructions in our POPIA & PAIA Manual. You also have the right to ask us to update, correct or delete your information, or to request a copy of the personal information we hold about you, by following the instructions in our POPIA & PAIA Manual. Such requests may be subject to a legally allowable fee; see the Manual for details.

15. CONTACT US

If you have any concerns about the processing of your personal information, or wish to exercise any of the rights in section 14 of this notice, please email Marius at marius@motordrive.co.za. We will let you know the steps taken in response to your request. We are not obliged to provide information or agree to requests where doing so is prohibited by law, would unreasonably prejudice our legitimate interests or those of a third party, or where we have a legal basis for declining. Please allow a reasonable period for us to respond.

16. COMPLAINTS

You have the right to complain about our processing of your information by contacting us at marius@motordrive.co.za. If we do not resolve your complaint to your satisfaction, you may escalate it to the Information Regulator using the contact details in our POPIA & PAIA Manual.