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**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000 AND THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013**

FOR

EXCELLENT CARS CLOSE CORPORATION
(REGISTRATION NUMBER: CK 90/06438/23)

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1 INTRODUCTION

- 1.1 This manual is published pursuant to section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") which was promulgated in order to nurture an ethos which promotes transparency, accountability and effective governance of all private and public bodies. PAIA gives effect to section 32 of the Constitution of the Republic of South Africa, 1996, which provides for the right of access to information in a manner that affords persons a means/platform to obtain the records of private and public bodies as promptly and as efficiently as reasonably possible to endorse, including but not limited to, mechanisms and procedures that empower and educate all persons.
- 1.2 PAIA requires organisations to compile a manual as a guide to requesters of information. The Manual also serves to indicate the types of records held by Excellent Cars CC and the availability of such records from Excellent Cars CC.
- 1.3 In addition, the manual explains how to access, or object to, or request correction or deletion of, personal information held by Excellent Cars CC, in terms of sections 23, 24 and 25 of the Protection of Personal Information Act 4 of 2013 ("POPIA"), and the Regulations Relating to the Protection of Personal Information, 2017.
- 1.4 This manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requestors are advised to familiarise themselves with the provisions of PAIA and POPIA before making any requests to Excellent Cars CC in terms of these Acts. However, in terms of section 19 of PAIA, and Regulations 2 and 3 of the POPIA, Excellent Cars CC will provide such assistance as is required in completing the necessary forms, by parties applying for access to information or personal information.
- 1.5 Excellent Cars CC makes no representation and gives no undertaking or warranty that the information in this manual or any information provided by it to a requestor is complete or accurate, or that such information is fit for any purpose. All users of any such information use such information entirely at their own risk, and Excellent Cars CC will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this manual or of any information provided by Excellent Cars CC or from any error therein.
- 1.6 In summary, the manual provides information on the –
 - 1.6.1 contact details of the Information Officer;
 - 1.6.2 functions of Excellent Cars CC;
 - 1.6.3 subjects and categories of records that are held by Excellent Cars CC;
 - 1.6.4 procedure that needs to be followed;
 - 1.6.5 criteria that has to be met by a requester to request access to a record; and
 - 1.6.6 the processing activities of Excellent Cars CC in terms of POPIA.

2 AVAILABILITY OF THIS MANUAL

- 2.1 A copy of this Manual is available to the public in a PDF (Portable Document Format) version on the website of Excellent Cars CC at <https://www.excellentcars.co.za/> or on request (and upon the payment of a reasonable amount) from the Information Officer referred to at paragraph 5 in this manual.
- 2.2 A copy of the manual is available at the principal place of business of Excellent Cars CC, provided at paragraph 5 below, for public inspection during normal business hours.
- 2.3 Excellent Cars CC endorses the spirit of PAIA and believes that this Manual will assist requesters in exercising their rights.

3 WHO MAY REQUEST INFORMATION?

- 3.1 PAIA provides that a requester is only entitled to access a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, and that those requests are made in accordance with both PAIA and where applicable POPIA, will be considered.
- 3.2 A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.
- 3.3 Requesters may fall into one of the following categories –
 - 3.3.1 a personal requester who requests confirmation on whether or not Excellent Cars CC holds personal information about him/herself;
 - 3.3.2 a personal requester who requests a record about him/herself, or requests to have a record relating to him/herself corrected or deleted;
 - 3.3.3 an agent requester who requests a record on behalf of someone else;
 - 3.3.4 a third party requester who requests a record about someone else; and
 - 3.3.5 a public body, who may request a record if –
 - 3.3.5.1 it fulfils the requirements of procedural compliance;
 - 3.3.5.2 the record is required for the exercise or protection of a right; and
 - 3.3.5.3 no grounds for refusal exist in PAIA.

4 OVERVIEW OF EXCELLENT CARS CC

- 4.1 Excellent Cars CC is a South African Company operating in the Motor Industry/ Sector.
- 4.2 Excellent Cars CC was founded in 1992 and is headquartered in La Belle Road, Stikland, Bellville (Western Cape).
- 4.3 We service customers across South Africa, are RMI and IDA registered. **Excellent Cars** sells quality used and new vehicles, ensuring customer satisfaction in every detail. Our aim is to supply Superior quality vehicles ensuring you peace of mind with your new purchase. We further advertise vehicles for sale on available internet platforms. Our clients ALWAYS come first and will always leave our dealership happy.

5 INFORMATION OFFICER AND CONTACT DETAILS OF Excellent Cars CC

5.1 Excellent Cars CC Contact Details [Section 51(1)(a)]

Full name: Excellent Cars CC
Postal Address: PO Box 747, Sanlamhof, 7532
Physical address: La Belle Road, Stikland, Bellville
Telephone Number: +27 (0) 21 949 1563
E-mail address: info@excellentcars.co.za
Website address: www.excellentcars.co.za

5.2 Contact details of the Designated Information Officer for Excellent Cars CC

Designated Information Officer: Nico Jordaan
Postal Address: PO Box 747, Sanlamhof, 7532
Physical address: La Belle Road, Stikland, Bellville
Telephone Number: +27 (0) 21 949 1563
E-mail address: nico@excellentcars.co.za.co.za
Website address: www.excellentcars.co.za

5.3 Contact details of the Designated Information Officer for Excellent Cars CC are available on request via email to info@excellentcars.co.za and/or nico@excellentcars.co.za

6 GUIDE ON HOW TO USE PAIA

- 6.1 On 1 July 2021, the Information Regulator assumed the functions of the South African Human Rights Commission (“SAHRC”) and is responsible for PAIA and POPIA queries.
- 6.2 As part of its functions, the Information Regulator will publish a guide on how to use PAIA and POPIA in the new dispensation. The Information Regulator has not yet published a guide to this effect. The SAHRC has previously developed a guide with information on how to use PAIA. This guide is available on the SAHRC website at <https://www.sahrc.org.za>.
- 6.3 Any information or queries related to the guide, or to PAIA or POPIA should be directed to –
- Information Regulator
JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001
Telephone number: (012) 406 4818
Fax number: (086) 500 3351
Website: www.justice.gov.za/inforeg
E-mail: inforeg@justice.gov.za

7 NOTICE IN TERMS OF SECTION 51(1)(C)

- 7.1 At this stage, no notices have been published by the Information Regulator on the categories of records automatically available without a person having to request access thereto in terms of PAIA.
- 7.2 The records that are located on the Excellent Cars CC website are automatically available to any person requesting this information and it is therefore not necessary to apply for access thereto in terms all PAIA. The website address is <https://excellentscars.co.za/>.

8 RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION IN TERMS OF SECTION 51(1)(D)

8.1 Records are kept in accordance with legislation as is applicable to Excellent Cars CC, which include (but may not be limited to) the following legislation –

- 8.1.1 Basic Conditions of Employment Act 75 of 1997;
- 8.1.2 Broad-Based Black Economic Empowerment Act 53 of 2003;
- 8.1.3 Close Corporations Act 69 of 1984;
- 8.1.4 Companies Act 71 of 2008;
- 8.1.5 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 8.1.6 Income Tax Act 58 of 1962;
- 8.1.7 Labour Relations Act 66 of 1995;
- 8.1.8 Occupational Health and Safety Act 85 of 1993;
- 8.1.9 Skills Development Act 9 of 1999;
- 8.1.10 Unemployment Insurance Act 63 of 2001;
- 8.1.11 Value Added Tax Act 89 of 1991;
- 8.1.12 Consumer Protection Act 68 of 2008;
- 8.1.13 Employment Equity Act 55 of 1998;
- 8.1.14 Secondhand Goods Act 6 of 2009;
- 8.1.15 Copyright Act 98 of 1978;
- 8.1.16 Electronic Communications and Transmissions Act 25 of 2002;
- 8.1.17 Financial Intelligence Centre Act 38 of 2001;
- 8.1.18 Financial Advisory and Intermediary Services Act 37 of 2002;
- 8.1.19 Pension Funds Act 24 of 1956;
- 8.1.20 Promotion of Access to Information Act 2 of 2000;
- 8.1.21 Short Term Insurance Act 53 of 1998;
- 8.1.22 Trade Marks Act 194 of 19.

8.2 Although we have used our reasonable endeavours to supply you with a list of applicable legislation it is possible that the above list may be incomplete.

8.3 Wherever it comes to our attention that existing or new legislation allows a requester access on a basis other than that set out in PAIA, we shall update the list accordingly.

9 INFORMATION REQUIRED IN TERMS OF SECTION 51(1)

9.1 The following table contains a description of the types of records / subjects on which Excellent Cars CC holds and the categories of records held on each subject –

Subject Description of record

9.1.1 Companies Act Records

- Memorandum of incorporation
- Minutes of Board of Directors Meetings
- Records relating to the appointment of directors / auditors/ secretary/ public officer and other officers
- Share Register and other statutory registers

9.1.2 Financial Records

- Annual Financial Statements
- Tax Returns
- Accounting Records
- Bank statements
- Asset Register
- Rental Agreements
- Invoices

9.1.3 Income Tax and other Tax Records

- PAYE records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- VAT records
- Regional Services Levies records
- Skills Development Levies records
- UIF records

9.1.4 Information Technology Records

- Hardware and software licences
- Telephone lines, leased lines and data lines

9.1.5 Personnel Records

- Workmen's Compensation records
- Employment contracts
- Employment Equity Plan and reports
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Company policies and procedures
- Leave records
- Training records

9.1.6 Client related Records

- Records which contain information of Excellent Cars CC's clients, whether natural or juristic, that receive a service from Excellent Cars CC, that have either been provided to Excellent Cars CC by the client or generated by Excellent Cars CC in respect of the client.

9.1.7 Legal Records

- Various Legal Agreements including supplier agreements, lease agreements, service level agreements, and brand agreements.

9.2 Excellent Cars CC has taken reasonable measures to ensure that the records in its possession are complete, accurate, not misleading and are updated where necessary. Excellent Cars CC has taken reasonable measures to ensure the maintenance and security of the records in its possession.

9.3 Excellent Cars CC retains the records in its possession for the duration necessary in order to enable and promote the objectives of PAIA and in accordance with the provisions, if any, relating to the retention of records as required or authorised by law.

10 PROCESSING OF PERSONAL INFORMATION

10.1 POPIA

10.1.1 Chapter 3 of POPIA provides for the minimum conditions for lawful processing of Personal Information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

10.1.2 Excellent Cars CC processes personal information in accordance with POPIA. As stated in our privacy policy, Excellent Cars CC will ensure that all processing conditions of POPIA are complied with at the time of processing of personal information. Excellent Cars CC processes personal information of both natural and juristic persons.

10.2 Purpose for processing of personal information by Excellent Cars CC

As stated in our privacy policy, Excellent Cars CC processes personal information for a number of reasons including, but not limited to, –

10.2.1 to provide products or services to you, to carry out the transaction you requested and maintain our relationship with you;

10.2.2 to provide you with the information about our products and services;

10.2.3 to conduct credit checks;

10.2.4 to provide, operate and maintain our website;

10.2.5 to confirm and verify your identity or to verify that you are an authorised user for security purposes;

10.2.6 for the detection and prevention of fraud, crime, money laundering or any other malpractice;

10.2.7 process requests for the collection, updating, access or deletion of your personal information;

10.2.8 for audit and record keeping purposes;

10.2.9 in connection with legal proceedings; and

10.2.10 comply with applicable laws, regulatory requirements or industry codes to which we subscribe or which apply to use.

10.3 Categories of data subjects

Excellent Cars CC processes personal information relating to the following categories of data subjects –

10.3.1 customers;

10.3.2 shareholders;

10.3.3 directors;

10.3.4 employees and job applicants (and their beneficiaries and dependants);

10.3.5 juristic entities (i.e. service providers, contractors, consultants);

10.3.6 complainants and enquirers;

10.3.7 visitors to premises; and

10.3.8 individuals who have an interest in the products and services of Excellent Cars CC.

10.4 Types of information processed

As stated in our privacy policy, Excellent Cars CC processes the following types of personal information, amongst others, –

10.4.1 full names;

10.4.2 addresses;

10.4.3 contact information such as telephone numbers and email addresses;

10.4.4 financial information;

10.4.5 transaction history; and

10.4.6 your visits to our website.

10.5 Disclosure of your personal information

10.5.1 We may disclose your personal information to third parties who are involved in the delivery of products and services to you such as trusted service providers (subcontractors).

10.5.2 Where Excellent Cars CC discloses your personal information to any third party, the latter will be obliged to use that personal information for the reasons and purposes it was disclosed for. To this end, we have agreements in place with these third parties to ensure this and to ensure an adequate level of security and confidentiality for your personal information.

10.5.3 Excellent Cars CC may be obliged to disclose your personal information where we have a duty to disclose in terms of law or where we believe it is necessary to protect our rights.

10.6 Trans-border/Cross border flows of personal information

Section 72 of POPIA provides that personal information may only be transferred out of the Republic of South Africa if certain conditions are satisfied. In this regard, should Excellent Cars CC engage in any cross border transfers of personal information outside South Africa, Excellent Cars CC will ensure either of the following grounds are in place, that –

10.6.1 the third party who is the recipient of the information is subject to a law or binding agreement which provides for an adequate level of protection similar to POPIA;

10.6.2 the data subject consents to the transfer;

10.6.3 the transfer is necessary for the performance of a contract between the data subject and the responsible party or for the implementation of pre-contractual measures taken in response to the data subject's request;

10.6.4 the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party; and

10.6.5 the transfer is for the benefit of the data subject and it is not reasonably practicable to obtain the consent of the data subject, provided that such consent would be likely given if it were reasonably practicable.

10.7 General description of information security measures

10.7.1 Excellent Cars CC takes reasonable and appropriate technical and organisational measures to ensure that personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration disclosure or access. We contractually require that service providers who handle your personal information for us do the same.

10.7.2 Excellent Cars CC, on a regular basis, reviews the security controls and related to processes to ensure that personal information is secure.

11 **HOW TO REQUEST ACCESS TO A RECORD**

11.1 Introduction

11.1.1 The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by Excellent Cars CC.

11.1.2 It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of PAIA, or this manual. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations as specified within Part 3 Chapter 4 of PAIA.

11.1.3 If it is reasonably suspected that the requester has obtained access to Excellent Cars CC' records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester

11.2 Completion of the prescribed forms

11.2.1 To request a record in terms of PAIA, the requestor must complete the prescribed form attached to this manual as Annexure A. This request must be sent to the Information Officer at the addresses provided at paragraph 5 above.

11.2.2 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed Form 1 (objection) or Form 2 (correction or deletion), which are attached to this Manual as Annexure B.

11.2.3 Please take note that the prescribed forms must be completed in full, and failure to do so will result in the process being delayed. Excellent Cars CC will not be held liable for delays caused by incomplete forms. Due cognisance should be taken of the following instructions when completing the access form because the Information Officer will not process a request for access to a record until he/she is satisfied that all requirements have been met –

11.2.3.1 the forms must be completed in the English language;

11.2.3.2 proof of identity is required to authenticate the identity of the requester. If the requester acts as an agent, the requester must provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above;

11.2.3.3 type or print in BLOCK LETTERS an answer to every question;

11.2.3.4 if a question does not apply, state "N/A" in response to that question;

11.2.3.5 if there is nothing to disclose in reply to a particular question, state "nil" in response to that question;

11.2.3.6 if there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio; and

11.2.3.7 when the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

11.2.4 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will make a decision whether or not to grant a request for access to information.

11.3 Submission of the forms

The completed forms may be submitted either via conventional mail, e-mail or facsimile and must be addressed to the Information Officer at the contact details contained at paragraph 5 above.

12 PAYMENT OF FEES

12.1 PAIA provides for the following types of fees, namely –

12.1.1 a request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered;

12.1.2 an access fee, payable when access is granted which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs; and

12.1.3 a postage fee, where a requester requires that a copy of the record needs to be posted to him/her, the actual postal fee is payable in addition to the application fees.

12.2 Subsequent to a request being made, the Information Officer, shall by notice require the requester, excluding personal requester, to pay the prescribed request fee (if any), before further processing of the request.

12.3 If the search for and preparation for disclosure of the record has been made, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this

purpose, Excellent Cars CC will request the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

- 12.4 Excellent Cars CC may withhold a record until the requester has paid the fees as indicated in Annexure C.
- 12.5 requester whose request has been granted must pay the applicable access fee for reproduction, search, preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 12.6 In terms of POPIA, a data subject has the right to request Excellent Cars CC to confirm, free of charge, whether or it holds personal information about the data subject and request from Excellent Cars CC the record or a description of the personal information held, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.
- 12.7 POPIA further provides that where the data subject is required to pay a fee for services provided to them, Excellent Cars CC must provide the data subject with a written estimate of the payable amount before providing the service and may require that the requestor pay a deposit for all or part of the fee.

13 APPLICABLE TIME-PERIODS

- 13.1 Excellent Cars CC will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 13.2 The 30 day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of Excellent Cars CC or the records are not located at Excellent Cars CC.

14 OUTCOME OF THE REQUEST (GRANTING OR REFUSING)

- 14.1 If the request for access to a record is successful the requester will be notified of the following –
 - 14.1.1 the amount of the access fee payable upon gaining access to the record; and
 - 14.1.2 an indication of the form in which the access will be granted.
- 14.2 If the request for access to a record is not successful the requester will be notified of the following –
 - 14.2.1 adequate reasons for the refusal (refer to third party information and grounds for refusal); and
 - 14.2.2 that the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

15 RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If Excellent Cars CC has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

16 GROUNDINGS FOR REFUSAL OF ACCESS TO RECORD

16.1 In terms of Section 62 to 69 of PAIA access granted to a record may be refused on one or more of the following grounds –

16.1.1 protection of privacy to a third party who is a natural person;

16.1.2 protection of the commercial information of a third party;

16.1.3 protection of certain confidential information of a third person;

16.1.4 protection of the safety of individuals and the protection of property;

16.1.5 protection of records privileged from production and legal proceedings;

16.1.6 the commercial information of Excellent Cars CC; and

16.1.7 the protection of research information of a third party.

16.2 Despite any provisions of PAIA, a request must be granted if the disclosure of the record would reveal evidence of substantial contravention of, or failure to comply with, the law or imminent and serious public safety or environment risk, and the public interest in the disclosure of the record clearly outweighs the harm contemplated (section 70 of PAIA).

17 REMEDIES FOR REFUSAL

Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 30 days after notification of the refusal apply to a Court for the appropriate relief.

18 UPDATING OF THIS MANUAL

This manual will be reviewed and updated, if necessary, on a periodic basis but no less than once each year.

Annexure A - FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY Section 53(10)
(Promotion of Access to Information Act, 2000(Act No. 2 of 2000))
[Regulation 10]

FOR OFFICE USE	
	Reference number:.....
	Request received by Information Officer on..... (date)
Request fee (if any):	R
Deposit (if any):	R
Access fee:	R

	Signature of Information Officer/Designate

A. Particulars of private body

The Information Officer
Nico Jordaan
C/O Excellent Cars CC

Submit to:

PAIA Office
Excellent Cars CC
11 La Belle Road
Stikland,
Bellville

Post: PO Box 747, Sanlamhof, 7532
E-mail: nico@excellentcars.co.za

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent, must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:.....

Identity number:..... (*attach copy of ID)

Postal address:.....

Fax number:.....

Telephone number:..... Cell-phone number:

E-mail address:.....

Capacity in which request is made, when made on behalf of another person: (*attorney/parent/next-of-kin/relative)

..... *Attach proof of capacity.

C. Particulars of person on whose behalf request is made (if applicable)

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:.....

Identity number:..... (*attach copy of ID)

Fax number:.....

Telephone number:..... Cell-phone number:

E-mail address:.....

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to This form. **The requester must sign all the additional folios.**

1. Description of record or relevant part of the record:

.....
.....
.....

and/or **Annexure:**

Yes		No	
-----	--	----	--

2. Reference number, if available:.....

3. Any further particulars of record:

.....

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for Exemption (Section 28(2) of the Promotion of Access to Information Act, 2002 (Act No 2 of 2000)).

*Reason for exemption from payment of fees (if exempt):.....

.....

F. Form of access to record

<p><i>If requester prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state disability and indicate in which form the record is required</i></p>	
<p>Disability:</p>	<p>Form in which record is required:</p>

<p><i>Mark the appropriate box with an X.</i></p> <p>NOTES:</p> <p>(a) <i>Compliance with your request for access in the specified form may depend on the form in which the record is available.</i></p> <p>(b) <i>Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</i></p> <p>(c) <i>The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i></p>
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1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)			transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES	NO

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request?:

*(*post/fax/e-mail/inspection/collect)*

1. and/or 2.

Signed at this day of 20.....

.....
 Signature of Requester
 or person on whose behalf request is made

***Checklist (please complete where applicable):**

1.	ID copy of Requester attached	
2.	Contact details of Requester provided	
3.	If request made on behalf of another person:	
	• ID copy of the person on whose behalf the request is made	
	• Letter of Authority/Power of Attorney signed by the person on whose behalf the request is made	
	• Contact details of the person on whose behalf the request is made	
4.	• Description of records requested provided (Part D)	
5.	• Form in which Access is required indicated (Part F)	
6.	• Preferred method for furnishing of records indicated (Part G)	
7.	• Request form signed	

Annexure B

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 2(1)]

Note:

1. Affidavits or other documentary evidence in support of the objection must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

STATE YOUR REFERENCE NUMBER:
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A. Particulars of private body

The Information Officer
Nico Jordaan
C/O Excellent Cars CC

Submit to:

PAIA Office
Excellent Cars CC
11 La Belle Road
Stikland,
Bellville

Post: PO Box 747, Sanlamhof, 7532
E-mail: nico@excellentcars.co.za

B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
- (b) *Proof of the capacity in which the appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.*

Full names and surname:.....

Identity number:.....(*attach copy of ID)

Postal address:.....

Fax number:..... Telephone number:.....

E-mail address:.....Cell

Capacity in which an internal appeal on behalf of another person is lodged: (*attorney/parent/next-of-kin/relative)

.....

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal

Full names and surname:.....

Identity number:.....

Telephone number:.....Cell:

D. The decision against which the internal appeal is lodged

<i>Mark the decision against which the internal appeal is lodged with an X in the appropriate box:</i>	
<input type="checkbox"/>	<i>Refusal of request for access</i>
<input type="checkbox"/>	<i>Decision regarding fees prescribed in terms of section 22 of the Act</i>
<input type="checkbox"/>	<i>Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act</i>
<input type="checkbox"/>	<i>Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester</i>
<input type="checkbox"/>	<i>Decision to grant request for access</i>

E. Grounds for appeal

*If the provided space is inadequate, please continue on a separate folio and attach it to this form.
You must sign all the additional folios.*

State the grounds on which the internal appeal is based:

.....
.....
.....

State any other information that may be relevant in considering the appeal:

.....

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:.....

Particulars of manner:.....

Signed atthis.....day of.....20.....

Signature of appellant

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on _____ (date) by Information Officer/designate

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and where applicable, the particulars of any third party to whom the record relates, submitted by the information officer/deputy information officer on(date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW DECISION

SUBSTITUTED NEW DECISION:

.....
.....
.....

RELEVANT AUTHORITYDATE.....

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON (date):.....

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 3(2)]

Note: Affidavits or other documentary evidence in support of the request must be attached.

If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

STATE YOUR REFERENCE NUMBER:

.....

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.	
Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.	

A - DETAILS OF DATA SUBJECT

Surname:

Full names:

Identity number:

Residential, postal or business address:

Contact number(s):

FAX number:

E-mail address:

B - DETAILS OF RESPONSIBLE PARTY

Name and surname of responsible party

(if the responsible party is a natural person):

Residential, postal or business address:

Contact number(s):

FAX number:

E-mail address:

Name of public or private body

(if the responsible party is not a natural person):

Business address:

Contact number(s):

FAX number:

E-mail address:

C - REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT

/ *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT

WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY.

(Please provide detailed reasons for the request)

*Delete whichever is not applicable

Signed at this day of 20.....

Annexure C

FEES FOR REQUEST AND REPRODUCTION OF RECORDS Section 22

(Promotion of Access to Information Act, 2000 (Act No 2 of 2000)) [Regulation 7]

Fees

#	Description	Amount (R)
_____	Request fee (*where required)	35,00
(a)	For every photocopy of an A4-size page or part thereof	0,60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)	For a copy in a computer-readable form on—	_____
	(i) stiffy disc	5,00
	(ii) compact disc	40,00
(d)	(i) for a transcription of visual images, for an A4-size page or part thereof	22,00
	(ii) for a copy of visual images	60,00
(e)	(i) for a transcription of audio record, for an A4-size page or part thereof	12,00
	(ii) for a copy of audio record	17,00
_____	Search and preparation of records (for each hour or part thereof)	15,00
_____	Deposit (where required) for access fee	1/3
_____	Postage	<i>Actual postage</i>

*Exemptions in terms of section 22(8) of PAIA:

Category	Fee(s) exempt
Personal requester (person requesting records about him/herself).	<i>Request fee</i>
Single person with annual income, after deductions, not exceeding R14,712.00.	<i>Access fee</i>
Married persons/life partners with annual income, after deductions, not exceeding R27,192.00.	<i>Access fee</i>
Where costs of collecting any fee exceeds the amount charged.	<i>Request & Access fee</i>