

# **PROMOTION OF ACCESS TO INFORMATION ACT** **(PAIA) MANUAL**

*Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 for  
Rupert Jordaan (Pty) Ltd trading as Auto R*

## **1. Introduction and Purpose**

This manual serves as **Auto R's** official declaration of the records it holds and the process by which the public or data subjects may request access to it under PAIA and POPIA legislation.

## **2. Company Contact Details**

- Registered Company Name: **Rupert Jordaan (Pty) Ltd t/a Auto R**
- Registration Number: **2022/565751/07**
- Head of Business / Managing Director: Rupert Jordaan
- Designated Information Officer: Rupert Jordaan
- Physical Address: 45 Lood Street, Futura, Polokwane, 0699
- Postal Address: P.O. BOX 2048, Polokwane, 0700
- Telephone Number: 015 293 0982 / 0157
- Email Address: [polokwane@autor.co.za](mailto:polokwane@autor.co.za) / [finance@autor.co.za](mailto:finance@autor.co.za)

## **3. Guide of the Information Regulator**

A Guide on how to use PAIA has been compiled by the Information Regulator. It contains information on how to exercise your rights and is available in all official languages on the [Information Regulator Website](#).

## **4. Records Automatically Available (No Formal PAIA Request Needed)**

The following records are available without a person having to request access formally:

- Marketing brochures, product/service information & Public content on Auto R's website.

## **5. Records Held in Accordance with Other South African Legislation**

Auto R maintains statutory records in terms of the following laws, which may be requested according to the provisions of those specific acts:

- Companies Act 71 of 2008

- Basic Conditions of Employment Act 75 of 1997
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Protection of Personal Information Act 4 of 2013

## 6. Description of Subjects and Categories of Records Held

Auto R holds records on the following subjects:

- **Operational Records:** Vehicle assessment data, photos of vehicle damage, third-party towing slips, parts supplier invoices, and procurement files.
- **Client Records:** Completed repair jobcards, vehicle registration details, customer contact names, phone numbers, addresses, and insurance provider/policy documentation.
- **Financial & Corporate Records:** Audited financial statements, tax returns, SARS correspondence, and asset registers (Pty Ltd statutory requirement for 7 years).
- **Human Resources:** Employment contracts, payroll records, and internal staff confidentiality agreements.

## 7. Processing of Personal Information (POPIA Section 51(1)(c))

- **Purpose of Processing:** Auto R processes personal data to fulfill vehicle repair contracts authorized by insurers, process corporate invoicing, manage structural/paint warranties, and meet 7-year company accounting audit obligations.
- **Categories of Data Subjects:** Individual vehicle owners, third-party operators (tow operators, parts suppliers), and insurance assessors.
- **Recipients of Personal Information:** Data may be shared with the authorizing insurer for payment validation, and authorized financial auditors.
- **Cross-Border Data Flows:** Auto R does not actively transfer client personal information outside the Republic of South Africa.
- **Information Security Measures:** Digital records are restricted via password protection on workshop management software. Physical jobcards and towing slips are kept in locked administrative storage areas with restricted staff access.

## 8. Procedure to Request Access to Records

To request access to any record listed above, the requester must:

1. Complete the official **PAIA Form 2** (Request for Access to Record) available on the Information Regulator's website. Links to access form available and attached hereto under section 10.
2. Submit the completed form along with proof of identity directly to [finance@autor.co.za](mailto:finance@autor.co.za)
3. Pay the prescribed request fee before the application is processed (unless exempted by law).

## 9. FEES APPLICABLE TO REQUESTS FOR INFORMATION

### General Policy on Fees:

- The fees outlined in this section are prescribed by the Promotion of Access to Information Act, 2000 (PAIA) and the Information Regulator of South Africa.
- Auto R reserves the right to enforce, reduce, or waive any prescribed fees at the absolute discretion of its designated Information Officer.
- Where a requester is seeking access to their own personal information (as regulated under the Protection of Personal Information Act, 2013), the Request Fee of R140.00 will not apply. However, standard Reproduction and Access Fees may still be levied for the physical extraction and copying of records.

### Request Fee

A non-refundable upfront Request Fee of **R140.00** is payable by the requester before processing or considering any Form 2 requests.

### Access and Reproduction Fees

1. If the request for access is granted, the requester will receive an invoice detailing the Access and Reproduction Fees. Auto R will not hand over, transmit, or grant access to any records until all calculated fees are paid in full.
2. Value-Added Tax (VAT) of 15% will be added to the regulated fees outlined below:

| Item:                                             | Prescribed Fee (Excl. VAT):                              |
|---------------------------------------------------|----------------------------------------------------------|
| Photocopy / Printed Page (Black & white, A4 size) | R2.00 per page                                           |
| Electronic copy on client's flash drive or CD     | R40.00                                                   |
| Electronic copy on a CD provided by Auto R        | R60.00                                                   |
| Audio record transcription (Per A4 page)          | R24.00                                                   |
| Search and Preparation Time                       | R145 p/h ( <i>excl. first hour, capped at max R435</i> ) |
| Actual Postage / Courier Costs                    | Actual cost incurred by the business                     |

### Deposits

If the Information Officer determines that locating and preparing the requested records will take **more than 6 hours**, the business will issue a notice requiring the requester to pay a deposit. The deposit amount will be **one-third (1/3)** of the total estimated access fee. If the request is subsequently refused by the Information Officer, the deposit paid by the requester will be refunded in full.

## 10. Obtaining Form 2

Requesters can access the official **Form 2** using any of the following options:

- **Digital Download:** Click to download the official [Information Regulator PAIA Form 2 PDF Document](#).

- **Official Website:** Visit the [Information Regulator PAIA Forms Portal](#) to view all current regulatory compliance documents.

## **11. GROUND FOR REFUSAL OF ACCESS TO RECORDS**

### 11.1 - Mandatory Refusal to Protect Third-Party Privacy:

11.1.1. The Information Officer must refuse a request for access to a record if its disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual.

11.1.2. This includes, but is not limited to, private client details, vehicle ownership records, and insurance claim history not belonging to the requester, as protected under the Protection of Personal Information Act, 2013 (POPIA).

### 11.2 - Mandatory Refusal to Protect Commercial Information of Third Parties:

The Information Officer must refuse a request if the record contains:

11.2.1. Trade secrets of a third party (e.g., an insurance company's or software provider's proprietary assessment rules).

11.2.2. Financial, commercial, scientific, or technical information where its disclosure would likely cause harm to the commercial or financial interests of that third party.

11.2.3. Information supplied in confidence by a third party, if disclosure could put that third party at a disadvantage in contractual negotiations or commercial competition.

### 11.3 - Mandatory Refusal to Protect Safety of Individuals and Property:

11.3.1. The Information Officer must refuse a request if the disclosure of the record could reasonably be expected to endanger the life or physical safety of any individual.

11.3.2. Access will be refused if disclosure would prejudice or impair the security of Auto R's premises, workshops, security systems, or vehicles under management.

### 11.4 - Mandatory Refusal to Protect Records Privileged from Production in Legal Proceedings:

The Information Officer must refuse access to a record if the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived it (e.g., internal legal advice regarding a customer dispute or repair liability).

### 11.5 - Commercial Information and Trade Secrets of Auto R:

Refusal of a request for access if the record contains:

11.5.1. Trade secrets belonging specifically to Auto R.

11.5.2. Financial, commercial, scientific, or technical information, the disclosure of which would likely cause harm to the commercial or financial interests of the business.

11.5.3. Information which, if disclosed, could place Auto R at a disadvantage in negotiations or commercial competition (e.g., procurement costs, preferred supplier margins, or parts pricing agreements).

11.5.4. Computer programs or proprietary diagnostic software setups owned or used by the business.

11.6 - Mandatory Refusal to Protect Research Information:

The Information Officer must refuse a request if the record contains information about research being carried out by or on behalf of a third party or Auto R, if disclosure would expose the researcher, the business, or the subject matter to serious disadvantage.