

KELFORDS FORD (PTY) LTD


Kelfords Motors

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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This manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) (PAIA)

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1 Definitions

Term	Definition
CEO	Chief Executive Officer
Client	Any natural or juristic person that received or receives services from the company
Complainant	Any person who lodges a complaint with the Information Regulator
Complaint	(a) A matter reported to the Information Regulator in terms of section 74(1) and (2) of the Act; (b) A complaint referred to in section 76(1)(e) and 92(1) of the Act; (c) A matter reported or referred to the Information Regulator in terms of other legislation that regulates the mandate of the Information Regulator
Conditions for Lawful Processing	The conditions for the lawful processing of personal information as fully set out in chapter 3 of POPI and in section 12 of this manual
Data Subject	The person to whom Personal Information relates
Day	A calendar day, unless the last day of a specified period happens to fall on a Sunday or public holiday, in which case it is calculated exclusive of that Sunday or public holiday (Interpretation Act, 1957 - Act No. 33 of 1957)
DIO	Deputy Information Officer
Information Officer/IO	The individual who is identified herein and legally appointed to ensure compliance with POPIA and PAIA
Manual	This manual
Minister	Minister of Justice and Correctional Services
Office Hours	(a) For the Information Regulator: 08:00–16:00, Monday to Friday (excluding public holidays); (b) For designated offices: Hours during which the offices operate
PAIA	The Promotion of Access to Information Act, No. 2 of 2000
Personal Information	Information relating to an identifiable living person, or an identifiable existing juristic person, including but not limited to race, gender, contact info, biometrics, correspondence, opinions, and identifiers
Personnel	Any person who works for or provides services to or on behalf of the company and receives or is entitled to receive remuneration, including permanent, temporary and part-time staff, directors, and contractors
POPI/POPIA	The Protection of Personal Information Act, No. 4 of 2013
POPI Regulations	Regulations promulgated in terms of section 112(2) of POPI
Private Body	(a) A natural person conducting business; (b) A business partnership; (c) A juristic person not being a public body
Processing	Any operation or activity concerning personal information, including collection, storage, dissemination, or destruction

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Term	Definition
Regulator	Information Regulator established in terms of POPIA
Republic	Republic of South Africa
Signature	Any legally accepted form of signature, including electronic signature where applicable
Writing	As referred to in section 12 of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)


2 Purpose of the PAIA Manual

This PAIA Manual is useful for the public to:

- 2.1 Check the categories of records held by a body 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 body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject.
- 2.3 Know the description of the records of the body which are available in accordance with any other legislation.
- 2.4 Access all the relevant contact details of the IO and DIO who will assist the public with the records that 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 body 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 recipients or categories of recipients to whom the personal information may be supplied.
- 2.8 Know if the body has planned to transfer or process personal information outside of the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.
- 2.9 Know whether the body 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 the KELFORDS FORD (PTY) LTD

- 3.1 Chief Information Officer

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Name	Tristan James Kelly
Contact number	021 851 3333
Email address	tristan@kelfords.co.za

3.2 Deputy Information Officer

NB: If more than one DIO is designated, please provide the details of every DIO of the body designated in terms of section 17 (1) of PAIA.

Name	Dino Fagan
Contact number	021 851 3333
Email address	dino@kelfords.co.za

3.3 General contacts for access to information

Email address	info@kelfords.co.za
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3.4 National or head office

Postal address	Pobox147 Somerset West
Physical address	11 Victoria Street , Somerset West , Cape Town
Contact number	021 851 3333
Email	info@kelfords.co.za
Website	https://www.kelfords.co.za/

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 PAIA ("guide"), in an easily comprehensible form and manner, as may reasonably 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 official languages and in braille.
- 4.3 The aforesaid guide contains the description of:
 - 4.3.1 The objects of PAIA and POPIA;
 - 4.3.2 The postal and street address, phone and fax number and, if available, email address of:
 - 4.3.2.1 The IO of every public body, and

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4.3.2.2 Every DIO of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA¹;

4.3.3 The manner and form of a request for:

4.3.3.1 Access to a record of a public body contemplated in section 11².

4.3.3.2 Access to a record of a private body contemplated in section 50³.

4.3.3.3 An internal appeal.

4.3.3.4 A complaint to the Regulator.

4.3.3.5 An application with a court against a decision by the IO of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body.

4.3.4 The provisions of sections 14⁴ and 51⁵ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.5 The provisions of sections 15⁶ and 52⁷ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.6 The notices issued in terms of sections 22⁸ and 54⁹ regarding fees to be paid in relation to requests for access;

4.3.7 The regulations made in terms of section 92¹⁰;

4.3.8 The assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.9 The assistance available from the Regulator in terms of PAIA and POPIA; and

4.3.10 All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging.

4.4 Members of the public can inspect or make copies of the guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

¹ Section 56(a) 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

² Section 11 of PAIA – A requester must be given access to a record of a public body if the requester complies with all the procedural requirements in PAIA relating to a request for access to that record, and if access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

³ Section 50 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.

⁴ Section 14 of PAIA – The Information Officer of a public body must update and publish the manual referred to in subsection (1) at intervals of not more than 12 months.

⁵ Section 51 of PAIA – The Information Officer of a private body must update and publish the manual referred to in subsection (1) at intervals of not more than 12 months.


⁶ Section 15 of PAIA – The Information Officer of a public body must update and publish any notice issued under subsection (2) at intervals of not more than 12 months.

⁷ Section 52 of PAIA – The head of a private body must update and publish any notice issued under subsection (2) at intervals of not more than 12 months.

⁸ Section 22 of PAIA – If access to a record is granted, the notice must state the access fee (if any) required to be paid by the requester.

⁹ Section 54 of PAIA – If access to a record is granted, the notice must state the access fee (if any) required to be paid by the requester.

¹⁰ Section 92(11) of PAIA – The Information Regulator must update and publish the guide referred to in subsection (1) at intervals of not more than two years.

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4.5 The guide can also be obtained:

4.5.1 Upon request to the IO.

4.5.2 From the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the guide is also available in the following three official languages, for public inspection during normal office hours:

4.6.1 English.

4.6.2 Afrikaans.

4.6.3 Zulu.

5 Guide of Information Regulator

5.1 A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.

5.2 The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.

5.3 Should you wish to access the guide, you may request a copy from the IO by contacting him/her using the details specified above.

5.4 You may also inspect the guide at the company's offices during ordinary working hours.

5.5 You may also request a copy of the guide from the Information Regulator at the following details:


Postal address	P O Box 31533, Braamfontein, Johannesburg, 2017
Contact number	+27 (10) 023-5200
Website	www.infoeregulator.org.za
Email	PAIACompliance.IR@justice.gov.za

6 Latest Notices in terms of Section 52(2) of PAIA

At this stage, no notice(s) has/have been published on the categories of records that are available without having to request access to them in terms of PAIA.

7 Availability of Certain Records in terms of PAIA

7.1 Categories of records of the Kelfords Ford (Pty) Ltd which are available without a person having to request access:

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Category of Records	Types of the Record	Available on Website	Available on Request
PAIA Manual	Company's current PAIA Manual	X	X
Company overview	Company profile, business activities, contact details	X	X
Policies (public-facing)	Privacy policy, website cookies policy	X	X
Legal disclosures	Consumer protection notices, disclaimers, terms and conditions	X	X
News and announcements	Company newsletters, media releases, service updates	X	X
Public marketing materials	Brochures, product offerings, public service descriptions	X	X
POPIA and PAIA awareness training certificates	Company's attendance registers on training of POPIA and PAIA	X	X
Public tender or supplier information (if applicable)	Supplier registration forms, B-BBEE (Broad-Based Black Economic Empowerment) certificate (public documents)	X	X
Contact information for IO	Name, designation, email address, contact number	X	X


7.2 Description of the records/subjects of Kelfords Ford (Pty) Ltd which are available in accordance with any other legislation:

Category of Records	Applicable Legislation	Department/ Subject Area
Memorandum of Incorporation, company registration documents, minutes of board meetings, share register	Companies Act, 71 of 2008	Corporate Governance
Employment contracts, employee attendance records, payroll information, leave records	Basic Conditions of Employment Act, 75 of 1997	Human Resources (HR)
Disciplinary records, grievance procedures, union agreements, Commission for Conciliation, Mediation and Arbitration (CCMA) documentation	Labour Relations Act, 66 of 1995	HR
Employment Equity (EE) plans, EE reports, committee meeting minutes	Employment Equity Act, 55 of 1998	HR

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Category of Records	Applicable Legislation	Department/ Subject Area
Tax returns, IRP5 certificates, Pay-As-You-Earn (PAYE) records, employee tax submissions	Income Tax Act, 58 of 1962	Finance
Workplace Skills Plans (WSPs), annual training reports, learnership agreements	Skills Development Act, 97 of 1998	Training and Development
Unemployment Insurance Fund (UIF) contribution records, declarations, employee benefit claim records	Unemployment Insurance Act, 63 of 2001	HR
Health and safety audits, incident reports, risk assessments, safety committee records	Occupational Health and Safety Act, 85 of 1993	Occupational Health and Safety
Value-Added Tax (VAT) returns, input/output tax records, SARS correspondence	Value-Added Tax Act, 89 of 1991	Finance
Workers Compensation Assistance (WCA) claims, injury-on-duty reports, compensation records	Compensation for Occupational Injuries and Diseases Act, 130 of 1993	Occupational Health and Safety
B-BBEE certificates, ownership and supplier development records	Broad-Based Black Economic Empowerment Act, 53 of 2003	Supply Chain Management (SCM)
Client contracts, complaint records, marketing disclaimers, product/service terms and conditions	Consumer Protection Act, 68 of 2008	Client Services/Marketing
Data subject consent forms, privacy notices, PAIA Manual, operator agreements, processing activity records	Protection of Personal Information Act, 4 of 2013	Legal and Compliance
PAIA Manual, access request logs, training records	Promotion of Access to Information Act, 2 of 2000	Legal and Compliance
Know Your Customer (KYC) documents, client identification and verification records	Financial Intelligence Centre Act, 38 of 2001 (if applicable)	Client Services/Finance
Electronic communications policies, e-signature consents, website terms and conditions	Electronic Communications and Transactions Act, 25 of 2002	Information Technology (IT)
Document retention and disposal schedules, archive logs	National Archives and Records Service Act, 43 of 1996	Records Management

- 7.3 The company holds and/or processes the following records for the purposes of PAIA and POPIA:
- 7.3.1 PAIA: PAIA Manual; PAIA guides; PAIA records; PAIA submission records; awareness training.
- 7.3.2 POPIA: Including, but not limited to, the following: IO Registration Certificate; data breach records; retention records; awareness training.

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7.3.3 Further information which may be made available upon request.

7.4 The above-mentioned records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

8 Request Process

8.1 An individual who wishes to place a request must comply with all the procedures laid down in PAIA.

8.2 The requester must complete Form 1 herein (Annexure B in terms of PAIA), which is attached hereto and submit it to the IO at the details specified herein.

8.3 The prescribed form as well as payment of a request fee and a deposit (if applicable) must be submitted to the IO at/via the postal or physical address, fax number or email address as is stated herein.

8.4 The prescribed form must be completed with enough particularity to enable the IO to determine:

8.4.1 The record(s) requested;

8.4.2 The identity of the requestor;

8.4.3 What form of access is required; and

8.4.4 The postal address or fax number of the requestor.

8.5 The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records are requested is required to exercise or protect the right.

8.6 The request for access will be dealt with within 30 (thirty) days from date of receipt, unless the requestor has set out special grounds that satisfies the IO that the request be dealt with sooner.


8.7 The period of 30 (thirty) days may be extended by not more than 30 (thirty) additional days, if the request is for a large quantity of information, or if the request requires a search for information held at another office of the company and the information cannot be reasonably obtained within 30 (thirty) days. The IO will notify the requestor in writing should an extension be necessary.

8.8 The IO must communicate a response to the request for access using Form 2 herein (Annexure E in terms of PAIA). This communication shall inform the requestor of:

8.8.1 The decision; and

8.8.2 Fees payable.

8.9 In the event that the IO is of the opinion that the searching and preparation of the record for disclosure would amount to more than six (6) hours, he/she shall inform the requestor to pay a deposit not exceeding one third of the amount payable.


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- 8.10 Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the IO for assistance.
- 8.11 An oral request can be made to the IO should the requestor be unable to complete the form due to illiteracy or a disability. The IO will then complete the form on behalf of the requestor and provide a copy of the form to the requestor.
- 8.12 Form 4 herein (Request for Correction or Deletion) is used by a data subject to request the correction of inaccurate, outdated, incomplete, irrelevant, or misleading personal information, and/or the deletion or destruction of personal information that is no longer necessary or unlawfully obtained, in accordance with Section 24(1) of POPIA. It ensures that responsible parties maintain accurate and lawful records of personal data.
- 8.13 Form 5 herein (Application for the Issue of a Code of Conduct) is used by an industry body, profession, or class of entities to apply for the issuance of a Code of Conduct under Section 61(1)(b) of POPIA. It allows industries to self-regulate how personal information is processed within their sector, in line with the conditions for lawful processing.
- 8.14 Form 6 herein (Request for Consent – Direct Marketing) enables a responsible party to formally request a data subject's consent to receive direct marketing communications via unsolicited electronic means (e.g., SMS, email), as required under Section 69(2) of POPIA. It ensures that individuals have control over whether and how they are marketed to.
- 8.15 Form 7 (Complaint Regarding Interference with Personal Information) allows a data subject or complainant to submit a complaint to the IR concerning unlawful interference with personal information; or a determination made by an adjudicator under POPIA. It provides an avenue for recourse and investigation in cases of non-compliance with data protection obligations.

9 Grounds for Refusal

The following are grounds upon which the company may, subject to the exceptions in chapter 4 of PAIA, refuse a request for access in accordance with chapter 4 of PAIA:

- 9.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of personal information would be unreasonable.
- 9.2 Mandatory protection of the commercial information of a third party, if the records contain:
- 9.2.1 Trade secrets of that third party;
 - 9.2.2 Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - 9.2.3 Information disclosed in confidence by a third party to the company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.


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- 9.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 9.4 Mandatory protection of the safety of individuals and the protection of property.
- 9.5 Mandatory protection of records that would be regarded as privileged in legal proceedings.
- 9.6 Protection of the commercial information of the company, which may include:
- 9.6.1 Trade secrets;
 - 9.6.2 Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the company;
 - 9.6.3 Information which, if disclosed, could put the company at a disadvantage in contractual or other negotiations or prejudice the company in commercial competition; and/or
 - 9.6.4 Computer programs which are owned by the company, and which are protected by copyright and intellectual property laws.
- 9.7 Research information of the company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage.
- 9.8 Requests for records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.
- 10 Remedies Should a Request be Refused**
- 10.1 If the company does not have an internal appeal procedure in light of a denial of a request, decisions made by the IO is final.
- 10.2 The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 (one-hundred-and-eighty) days of notification of the decision for appropriate relief.

11 Fees

The following fees shall be payable upon request by a requestor:

Details	Fee
Request fee (payable on every request)	R140.00 once-off
Photocopy of an A4 page or part thereof	R2.00 per page
Printed copy of an A4 page or part thereof	R2.00 per page
Hard copy on flash drive (flash drive to be provided by requestor)	R40.00 once-off
Hard copy on a compact disc (compact disc to be provided by requestor)	R40.00 once-off
Hard copy on a compact disc (compact disc to be provided by the company)	R60.00 once-off

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Details	Fee
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record	R24.00 per A4 page
Copy of an audio record on flash drive (flash drive to be provided by requestor)	R40.00 once-off
Copy of an audio on a compact disc (compact disc to be provided by requestor)	R40.00 once-off
Copy of an audio on a compact disc (compact disc to be provided by the company)	R60.00 once-off
Base/starting rate to search for and prepare the record for disclosure	R145.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed R435.00 per request)
Rate to search for and prepare the record for disclosure	R435.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed total cost)
Postage, email or any other electronic transfer	Actual expense, if any

12 Processing of Personal Information

12.1 Purpose of processing personal information:

- 12.1.1 Servicing of vehicles
- 12.1.2 Sales of vehicles
- 12.1.3 Financing vehicles

We are an FSP and will process data safely and secure it safely based on the company RMCP.

12.2 Description of the categories of data subjects and of the information or categories of information relating thereto:

Categories of Data Subjects	Personal Information that may be Processed
Customers/clients	Name, address, registration numbers or identity numbers, employment status and bank details
Service providers	Name, registration number, VAT number, address, trade secrets and bank details
Employees	Address, qualifications, gender and race

13 The Recipients or Categories of Recipients to whom the Personal Information may be Supplied

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Category of Personal Information	Recipients or Categories of Recipients to whom the Personal Information may be Supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit bureaus
Employee Personal Information (e.g., ID numbers, contact details, qualifications, banking info)	External IR and Payroll departments; SARS; UIF; Provident/retirement fund administrators; medical aid providers; auditors; training institutions
Identity Verification Details (e.g., copies of IDs, biometrics)	Security service providers; access control providers; IT system administrators; regulatory bodies
Health and Safety Records (e.g., medical certificates, injury on duty records)	External IR or Risk departments; Department of Labour; compensation fund administrators; health insurance providers
System and Device Usage Information	IT administrators; cybersecurity consultants; external compliance teams
Disciplinary or Employment Records	External IR, line managers, legal advisors, CCMA or relevant dispute resolution bodies
Insurance or Benefits Information	Insurance providers; benefits administrators; brokers and finance staff
Training and Development Records	Accredited training providers; Skills Development Facilitators (SDF); SETAs
CCTV Footage / Access Logs	Security and facilities management teams; external security providers
Marketing Preferences / Consent Data/ Customer or Client Contact Information	Sales and service teams; CRM system operators; third-party service providers supporting client engagement


We refer to the RMCP of the business, where data is protected by sending hard copies to Metrofile for storage as well as a secure server. We have anti-virus systems in place on all IT machines.

All documents are kept for specified timelines on our RMCP as per the FSCA recommendations.

1. Network & Firewall Security

2. Web Application Security

3. Authentication & Access Control

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4. Data Protection

5. Monitoring & Logging

6. Patch Management

14 Availability of the Manual


- 14.1 A copy of the manual is available:
- 14.1.1 On <https://www.kelfords.co.za/> , or at any head office of Kelfords Ford (Pty) Ltd for public inspection during normal business hours;
 - 14.1.2 To any person upon request and upon the payment of a reasonable prescribed fee; and
 - 14.1.3 To the Information Regulator upon request.
- 14.2 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.

15 Objection to the Processing of Personal Information by a Data Subject

- 15.1 A data subject who wishes to object to the processing of personal information in terms of section 11(3)(a) or section 11(3)(b) of the Act, must submit the objection to a responsible party at any time during office hours of a responsible party and free of charge.
- 15.2 A data subject who wishes to object to the processing of personal information must do so on a form substantially similar to Form 3 herein, free of charge and reasonably accessible to a data subject by hand, fax, post, email, SMS, or WhatsApp and or in any manner expedient to a data subject in terms of section 11(3)(a) of the Act.
- 15.3 A responsible party must, when collecting personal information of a data subject, notify the data subject, in terms of section 18(1)(h)(iv) of the Act, of their right to object, as referred to in section 11(3) of the Act.
- 15.4 If an objection to the processing of personal information of a data subject is made telephonically, such an objection shall be electronically recorded by a responsible party and upon request, be made available to the data subject in any manner, including the transcription thereof.

16 Request for Correction/Deletion of Personal Information or Destruction/Deletion of Record of Personal Information

- 16.1 A data subject has the right, in terms of section 24 of the Act, to request, where necessary, the correction, destruction, or deletion of his, her or its personal information.
- 16.2 A data subject, who wishes to request a correction or deletion of his, her, or its personal information, as provided for in section 24(1)(a) of the Act, has the right to request correction or deletion of

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personal information at any time and free of charge, if the personal information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully.

- 16.3 A data subject who wishes to request the destruction or deletion of a record of his, her, or its personal information in terms of section 24(1)(b) of the Act, has the right to request the destruction or deletion of a record of his, her or its personal information at any time and free of charge, if a responsible party is no longer authorised to retain such information in terms of section 14 of the Act.
- 16.4 A request for correction to or deletion of personal information, as referred to in sub-regulation 12.11.2 or a request for the destruction or deletion of a record of personal information, as referred to in sub-regulation 12.11.3 must be submitted to a responsible party on a form which is substantially similar to Form 4 herein (Form 2 in terms of PAIA) free of charge and reasonably accessible to a data subject by hand, fax, post, email, SMS, WhatsApp message or in any manner expedient to a data subject.
- 16.5 A request for a correction or deletion of personal information by telephonic means shall be recorded by a responsible party and such recording must, upon request, be made available to a data subject in any manner, including the transcription thereof which shall be free of charge.
- 16.6 A responsible party must, within 30 (thirty) days of receipt of the outcome of the request referred to in sub-regulation 12.11.2 or 12.11.3, notify a data subject, in writing, of the action taken as a result of the request

17 Updating of the Manual

The head of Kelfords Ford (Pty) Ltd will update this manual on a regular basis.

Name of IO	Tristan James Kelly
Title of the head of the body	Managing Director

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FORM 1: REQUEST FOR ACCESS TO RECORD [REGULATION 7]

Note:

- Proof of identity must be attached by the requester.*
- If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

Address: _____

Email address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name	
Request is made on behalf of another person	

A. PERSONAL INFORMATION	
Full name(s)	
Identity number	
Postal address	
Street address	
Contact number(s) (w)	
Contact number(s) (c)	
Fax number	
Email address	
Full name of person on whose behalf request is made (if applicable)	
Identity number	
Postal address	
Street address	

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Contact number(s) (w)	
Contact number(s) (c)	
Email address	
B. PARTICULARS OF RECORD REQUESTED	
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>	
Description of record or relevant part of the record	
Reference number, if available	
Any further particulars of record	

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Type of record (mark the applicable box with an "X")	Record is in written or printed form	
	Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
	Record consists of recorded words or information which can be reproduced in sound	
	Record is held on a computer or in an electronic, or machine-readable form	
Form of access (mark the applicable box with an "X")	Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
	Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
	Transcription of soundtrack (<i>written or printed document</i>)	
	Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
	Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
	Copy of record saved on cloud storage server	
Manner of access (mark the applicable box with an "X")	Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
	Postal services to postal address	
	Postal services to street address	
	Courier service to street address	
	Facsimile of information in written or printed format (including transcriptions)	
	Email of information (including soundtracks if possible)	
	Cloud share/file transfer	
Preferred language (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)		
C. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED		
<i>If the provided space is inadequate, please continue on a separate page and attach it to the form. The requester must sign all of the additional pages.</i>		
Indicate which right is to be exercised or protected		

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Explain why the record requested is required for the exercise or protection of the aforementioned right	
D. FEES	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) If approved, you will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	
Electronic communication (please specify)	

Signed at	
Date	
Signature of requester/person on whose behalf request is made	

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Reference number	
Request received by	(State Rank, Name and Surname of Information Officer)
Date received	
Access fees	
Deposit (if any)	
Signature of Information Officer	

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FORM 2: OUTCOME OF REQUEST AND OF FEES PAYABLE [REGULATION 8]

If your request is granted:


1. Amount of the deposit, if any, is payable before your request is processed; and
2. Requested record/portion of the record will only be released once proof of full payment is received.

Please use the following reference number in all future correspondence: _____

TO: _____

Your request dated _____ refers

A. You Requested	
<p>Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) which is free of charge. If the request is granted, you are required to make an appointment for the inspection of the information and to bring this form with you.</p> <p>If you then require any form of reproduction of the information, you will be liable for the fees as detailed herein (Annexure B in terms of PAIA).</p>	
OR	
Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription or virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	
B. To Be Submitted	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

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C. Outcome	
Kindly note that your request has been approved	
Kindly note that your request has been denied	
Reasons for denial:	

Fees payable with regards to your request

Item	Cost per A4-size Page or Part Thereof/Item	Number of Pages/Items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
Flash drive (to be provided by requestor)	R40.00		
Compact disc (if provided by requestor)	R40.00		
Compact disc (if provided to requestor)	R60.00		
Transcription of visual images per A4-size page	Service to be outsourced – will depend on service provider quotation		
Copy of visual images	Service to be outsourced – will depend on service provider quotation		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record on			
Flash drive (to be provided by requestor)	R40.00		
Compact disc (if provided by requestor)	R40.00		
Compact disc (if provided to requestor)	R60.00		
Postage, email or any other electronic transfer	Actual costs		
TOTAL			

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Deposit Payable			
Yes			
No			
Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	

The amount must be paid into the following bank account:

Name of bank	
Name of account holder	
Type of account	
Account number	
Branch code	
Reference nr	
Submit proof of payment to	

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Signed at	
Date	
Signature of Information Officer	

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FORM 3: OBJECTION TO PROCESSING

(Form 1 in terms of PAIA)

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, 2021 [Regulation 2]

Note:

1. If the space provided for in this form is inadequate, submit information as an annexure to this form, and sign each page.
2. Complete as is applicable.

A. DETAILS OF DATA SUBJECT	
Name(s) and surname/registered name	
Postal or business address	
Code	
Contact number(s)	
Email address	
B. DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/Registered name	
Postal or business address	
Code	
Contact number(s)	
Email address	
C. REASONS FOR OBJECTION IN TERMS OF SECTION 11(3)(a)	
Detailed reasons for the objection	

Signed at	
Date	
Signature of data subject/designated person	

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FORM 4: REQUEST FOR CORRECTION OR DELETION

(Form 2 in terms of PAIA)

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, 2021 [Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may 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.
3. Complete as is applicable.


Mark the appropriate boxes with an "X".

A. REQUEST	
Request for correction of personal information about the data subject which is in possession or under the control of the responsible party	
Request for destruction of personal information about the data subject which is in possession or under the control of the responsible party	
Request for deletion of personal information about the data subject which is in possession or under the control of the responsible party	
B. APPLICABLE REASONS FOR THE SELECTED REQUEST	
Inaccurate	
Irrelevant	
Excessive	
Out of date	
Incomplete	
Misleading	
Obtained unlawfully	
C. PREFERRED REMEDY	
I request correction to a record of personal information about the data subject which is in the possession or under the control of the responsible party who is no longer authorised to retain the record of information	
I request destruction of a record of personal information about the data subject which is in the possession or under the control of the responsible party who is no longer authorised to retain the record of information	
I request deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party who is no longer authorised to retain the record of information	

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D. DETAILS OF DATA SUBJECT	
Name(s) and surname/registered name	
Postal or business address	
Code	
Contact number(s)	
Email address	
E. DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/Registered name	
Postal or business address	
Code	
Contact number(s)	
Email address	
F. PERSONAL INFORMATION TO BE CORRECTED/DESTROYED/DELETED (Please specify the personal information required to be corrected/destroyed/deleted)	
G. EXPLANATION FOR THE SELECTED REASON FOR A REQUEST (Please provide detailed explanation for the selected reasons for the request for correction/destruction/deletion of personal information which is in possession or under the control of the responsible party)	

Signed at	
Date	
Signature of data subject/designated person	

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FORM 5: APPLICATION FOR THE ISSUE OF A CODE OF CONDUCT

(Form 3 in terms of PAIA)

**APPLICATION FOR THE ISSUE OF A CODE OF CONDUCT IN TERMS OF SECTION 61(1)(b) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**


REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021 [Regulation 5]

A. DETAILS OF THE RELEVANT BODY/BODIES	
Name of the relevant body/bodies	
List the class of body or any industry size, profession, or vocation, you represent (attach proof of representation)	
Total number of members of industry, or any class of bodies, profession or vocation	
Proportion of representation (expressed as a percentage) in the industry, class of bodies, profession or vocation (attach proof of representation)	
Business address	
Code	
Contact number(s)	
Email address	
B. DETAILS OF PERSON WHO COMPLETES THIS FORM	
Capacity in body	
Does the person completing this form have the authorisation of the body he/she represents to lodge this application? (attach authorisation)	
Business address (if different from body's address)	

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Code	
Contact number(s)	
Email address	
C. REASONS FOR APPLICATION TO ISSUE A CODE OF CONDUCT (Please provide detailed reasons for the request and all relevant supporting documentation)	

Signed at	
Date	
Signature of the person completing the form	

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FORM 6: REQUEST FOR CONSENT

(Form 4 in terms of PAIA)

REQUEST FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING THROUGH UNSOLICITED ELECTRONIC COMMUNICATION IN TERMS OF SECTION 69 (2) OF THE ACT [Regulation 6]

PART A		
To	Name of data subject	
From (Responsible Party)	Full names	
	Designation	
	Contact number(s)	
	Email address	
	Specify goods or services to be marketed	
	Signature of designated person	
	Date	

PART B: DATA SUBJECT'S CONSENT


I, _____ (full names of data subject), hereby:

Give my consent to receive direct marketing by means of unsolicited electronic communication in respect of the goods or services to be marketed	
Do not give my consent to receive direct marketing by means of unsolicited electronic communication in respect of the goods or services to be marketed	

My preferred method of communication is:

Email	
SMS	
Other/s (please specify)	

Signed at	
Date	
Signature of data subject	

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FORM 7: COMPLAINT

(Form 5 in terms of PAIA)

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021 [Regulation 7]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may 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.
3. Complete as is applicable.

Mark the appropriate box with an "X".

Complaint regarding alleged interference with the protection of personal information	
Complaint regarding determination of an adjudicator	

COMPLAINT REGARDING ALLEGED INTERFERENCE

PART A: PARTICULARS OF COMPLAINANT	
Name(s) and surname/registered name of data subject	
Unique identifier/Identity number if required	
Address	
Code	
Contact number(s)	
Email address	
PART B: PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION	
Name(s) and surname/registered name of responsible party	
Address	
Code	
Contact number(s)	
Email address	

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PART A: PARTICULARS OF COMPLAINANT	
Name(s) and surname/registered name of data subject:	
Unique Identifier/Identity Number if required	
Address	
Code	
Contact number(s)	
Email address	
PART B: PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION	
Name(s) and surname of adjudicator	
Name(s) and surname of responsible party/registered name	
Address	
Code	
Contact number(s)	
Email address	

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PART C: REASONS FOR COMPLAINT (Please provide detailed reasons for the grievance)
<div></div>

Signed at	
Date	
Signature of data subject/designated person	