



**SELFTRACK (PTY) LTD**

**REG NO: 2007/012153/07**

**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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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                     |   |
|-----|---------------------|---|
| 1.1 | <b>“MD”</b>         | Managing Director   |
| 1.2 | <b>“DIO”</b>        | Deputy Information Officer;                                       |
| 1.3 | <b>“IO”</b>         | Information Officer;  |
| 1.4 | <b>“Minister”</b>   | Minister of Justice and Correctional Services;                    |
| 1.5 | <b>“PAIA”</b>       | Promotion of Access to Information Act No. 2 of 2000(as Amended); |
| 1.6 | <b>“PAIA guide”</b> | Guide compiled by the Human Rights Commission                     |
| 1.7 | <b>“POPIA”</b>      | Protection of Personal Information Act No. 4 of 2013;             |
| 1.8 | <b>“Regulator”</b>  | Information Regulator; and  |
| 1.9 | <b>“Republic”</b>   | Republic of South Africa  |

## 2. PURPOSE OF THE SELFTRACK PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check which records are held by a body which are available;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body;
- 2.3 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.4 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

### **3. KEY CONTACT DETAILS**

#### **3.1. Chief Information Officer**

Name: PH Coetzee  
Tel: (012) 460 1495  
Email: *pieter@selftrack.co.za*

#### **3.2. Deputy Information Officer**

Name: EN Masher  
Tel: (012) 460 1495  
Email: *erica@selftrack.co.za*

#### **3.3. General Contact for access to Information**

Email: *erica@selftrack.co.za*

#### **3.4. Head Office**

Physical Address: 475 Kings Highway, Lynnwood, Pretoria  
Telephone: (012) 460 1495  
Email: *erica@selftrack.co.za*  
Website: [www.selftrack.co.za](http://www.selftrack.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, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 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 11; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.4. In accordance with the Regulations to the Act, the guide has been made available to the South African Human Rights Commission (SAHRC), which can be accessed on their website ([www.sahrc.org.za](http://www.sahrc.org.za)) and will be published in the Government Gazette.

## 5. RECORDS HELD BY SELFTRACK

<u>Type of Record</u>	Available on Website	Available upon request
General Identification and contact information		X
Your name, address, email address, telephone number, gender, marital status (employees only), date of birth, passwords and activity records (such as driving behaviour and location of your vehicle)		X
Identification numbers issued by government bodies or agencies		X
Identity and Passport number		X
VIN number and registration number of your vehicle		X
Vehicle make and model		X

Financial information and bank account details		X
Credit history, credit score and other financial information		X
Telephone recordings		X
Recordings of telephone calls to and from our representatives and call centres		X
Information to investigate crime, including fraud and money laundering		X
Information enabling us to provide products and services		X
Location and identification of your vehicle (for example, vehicle coordinates and vehicle license plate or VIN number)		X
CIPC Disclosure		X
Privacy Policy	X	
POPI Compliance Manual	X	
Terms & Conditions	X	
BBBEE Declaration	X	
VESA Membership Certificate	X	
VESA Product Approval Certificate	X	
ICASA Certificate	X	
Selftrack User Manual	X	
Selftrack Company Profile	X	

## 6. RECORD OF APPLICABLE LEGISLATION

<b><u>List of Applicable Legislation</u></b>
Broad Based Black Economic Empowerment Act, 53 of 2003 (as amended)
Basic Conditions of Employment Act, 75 of 1997 (as amended)
Companies Act, 71 of 2008
Compensation for Occupational Injuries and Diseases Act, 130 of 1993
Competition Act, 89 of 1998 (as amended)
Criminal Procedure Act, 51 of 1977 (as amended)
Consumer Protection Act, 68 of 2008
Constitution of the Republic of South Africa Act, 108 of 1996 (as amended)
Copyright Act, 98 of 1978
Cross-border Road Transport Agency Act, 4 of 1998 (as amended)
Customs and Excise Act, 32 of 2014
Designs Act, 195 of 1993

Dangerous Weapons Act, 15 of 2013 (as amended)
Electronic Communications and Transactions Act, 36 of 2005
Employment Equity Act, 55 of 1998
Employment Services Act, 4 of 2014
Employment Tax Incentive Act, 26 of 2013
Environment Conservation Act, 73 of 1989
Financial Advisory and Intermediary Services Act, 37 of 2002
Financial Intelligence Centre Act, 38 of 2001 (as amended) (FICA)
Firearms Control Act, 60 of 2000 (as amended)
Independent Communications Authority of SA Act, 13 of 2000 (ICASA) (as amended)
Income Tax Act, 58 of 1962
Intellectual Property Laws Amendment Act, 28 of 2013
Interception & Monitoring Prohibition Act, 127 of 1992 (as amended)
Labour Relations Act, 66 of 1995 (as amended)
Occupational Health and Safety Act, 85 of 1993
Patents Act, 57 of 1978 (as amended)
Prescribed Rate of Interest Amendment Act, 7 of 1997
Prevention of Organised Crime Act, 121 of 1998
Prevention and Combatting of Corrupt Activities Act, 12 of 2004
Private Security Industry Regulating Act, 56 of 2001
Private Security Industry Levies Act, 23 of 2002
Promotion of Equality and Prevention of Unfair Discrimination Act, 4 of 2000
Protected Disclosures Act, 26 of 2000
Protection of Personal Information Act, 4 of 2013
Regulation of Interception of Communications and Provision of Communication-Related Information Act, 70 of 2002 (RICA)
Short Term Insurance Act, 53 of 1998 (as amended)
South African Revenue Services Act, 34 of 1997
Skills Development Levies Act, 97 of 1998
Tax Administration Act, 16 of 2016
Trademarks Act, 194 of 1993
Unemployment Insurance Act, 63 of 2001
Unemployment Insurance Contributions Act, 4 of 2002
Value Added Tax Act, 89 of 1991

## 7. REQUEST PROCEDURE

- 7.1. Should you request information in terms of PAIA, the prescribed Form 02 (attached as Annexure A) needs to be completed and submitted.
- 7.2. In terms of records that may be requested, the mere fact that the information of the company is listed in the Manual does not mean that the information will be made available. The company, in terms of Chapter 4 of PAIA, has the right to refuse a request for information should any of the grounds of refusal as set out in Chapter 4 of the Act, exist.
- 7.3. You will be notified in writing whether your request has been approved or denied within 30 (thirty) calendar days after we have received a completed Request for Access form. If we cannot find any requested record or it does not exist, then we will notify you that it is not possible to give access to that particular record.
- 7.4. You will be provided with a completed Form 03 (attached as Annexure B) noting the outcome of your request submitted and the Fee payable. You will have to pay the fees before Selftrack hands over the requested information. The prescribed fees are set out in the Fee Schedule which is available from the South African Human Rights Commission ([www.sahrc.org.za](http://www.sahrc.org.za)).

## 8. UPDATING OF THE MANUAL

This Manual will be updated and amended from time to time.

**Issued by**



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PIETER HENDRIK COETZEE

**MANAGING DIRECTOR**

## FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

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

TO: The Information Officer


(Address)

E-mail address: Fax number: 

Mark with an "X"

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

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
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 <i>(including transcriptions)</i>	
E-mail of information <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>	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**3. 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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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**4. 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:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

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: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
 Information officer