



PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

PAIA Manual

TABLE OF CONTENTS

1. ABOUT THIS MANUAL	3
2. OUR DETAILS	3
3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S)	3
3.1. Information Officer	3
3.2. Deputy Information Officer(s).....	4
4. THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD	5
5. PROTECTION OF PERSONAL INFORMATION.....	7
6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION	8
7. HOW TO REQUEST ACCESS TO RECORDS.....	8
8. OUTCOME OF YOUR REQUEST AND FEES PAYABLE	9
9. REASONS WHY WE MAY REFUSE YOUR REQUEST	9
10. IF WE CANNOT FIND A RECORD	10
11. IF YOU NEED ASSISTANCE OR MORE INFORMATION	10
FORM 1	12
FORM 2	18

1. ABOUT THIS MANUAL

If you need access to information, this manual will provide you with the necessary contact details and procedures to ask us for that information. In addition, it provides a clear overview of our structure, functions, and services and includes an index of information we hold to help identify where the required information could be. It also provides the forms you need to complete and sets out the fees you may need to pay before we can assist you.

2. OUR DETAILS

DriveRisk (Pty) Ltd

81 Sarel Cilliers Street

Rynfield

Benoni 1501

3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S)

Our Information Officer and Deputy Information Officer(s) will tend to your PAIA request.

3.1. Information Officer

The CEO is our Information Officer.

Name and surname	Steven Michael Ford
Postal Address	PO Box 12580 Benoryn

PAIA Manual

	1504
Physical Address	81 Sarel Cilliers Street Rynfield Benoni 1501
Phone	0860105417
E-mail	popia@driverisk.com
Fax	n/a

3.2. Deputy Information Officer(s)

The Information Officer designated the following Deputy Information Officer:

Name and surname	Mark Lloyd Paton
Position	Chief Financial Officer
Postal Address	PO Box 12580 Benoryn 1504
Physical Address	81 Sarel Cilliers Street Rynfield

	Benoni 1501
Phone	0860105417
E-mail	popia@driverisk.co.za
Fax	n/a

4. THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD

Here is a description of different subjects about which we have information and the categories of records we hold for each subject:

Subject	Category of records	Availability
Client records	<ul style="list-style-type: none"> • Personal Information • Accounts • Recording / footage • Company information 	Request for Access

Human resources	<ul style="list-style-type: none"> • HR Policies and procedures • Advertised posts • Employees Records • Learning and Development e.g.: <ul style="list-style-type: none"> - Skills Development and Training Plans • Employment Equity Plan and Statistics 	Request for Access
Finances	<ul style="list-style-type: none"> • Financial statements • Financial and tax records • Asset register • Management accounts • Budgets • Audit Records • Revenue Statements 	Request for Access
Audio-Visual Recordings	<ul style="list-style-type: none"> • Slides • Photographs • Films • Videos 	Request for Access
Events, Functions Seminars and Conferences	<ul style="list-style-type: none"> • Presentations • Discussions • Documents 	Request for Access

Media	<ul style="list-style-type: none"> • Press releases • Radio and TV interviews • Statements • Gifts and Awards • Website Content and Corporate identity and info graphs. • Articles 	Request for Access
Supply Chain Matters	<ul style="list-style-type: none"> • BID Documents • Contracts • Tenders • List of Tenders Awarded 	Request for Access
Compliance	<ul style="list-style-type: none"> • Occupational Health and Safety manual • Privacy notices • Frameworks • Policies • Compliance Reports 	Request for Access
Corporate Governance	<ul style="list-style-type: none"> • Organisational and business Plans • Code of Conduct • Regulator's policies and procedures • Loss Control Register • Evacuation Procedures 	Request for Access

5. PROTECTION OF PERSONAL INFORMATION

PAIA Manual

Our company uses personal information to deliver our services and make sure our operations run smoothly. You can learn more about how we use personal information in our privacy notices available at:

Employees: [Click Here](#)

Prospective employees: [Click Here](#)

Service providers / supplier: [Click Here](#)

Website: [Click Here](#)

Clients: [Click Here](#)

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Some records will be made available under other legislation:

Income Tax Act 58 of 1962

Copyright Act No. 98 of 1978

Value Added Tax Act No. 89 of 1991

Electronic Communications and transactions Act No. 25 of 2002

7. HOW TO REQUEST ACCESS TO RECORDS

PAIA Manual

You can request access to records by completing Form 1. If your request does not comply with the formalities in this manual, we will let you know which steps you should take to comply. If you are making a request on behalf of someone else, you must submit reasonable proof of authority.

You must provide us with proof of identity before we can process any request.

8. OUTCOME OF YOUR REQUEST AND FEES PAYABLE

We will decide within 30 days of receiving your request whether to grant or decline the request. We will notify you of our decision and explain why we accepted or refused your request.

If your request is successful, we will let you know what the related fees are and how you can pay them. We may require that you pay a deposit before we process your request. The fee structure is available on the Information Regulator website at www.inforegulator.org.za.

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that we refused your request in terms of section 58 of PAIA.

9. REASONS WHY WE MAY REFUSE YOUR REQUEST

The Information Regulator SA guide to understanding PAIA sets out all the reasons why an entity may or must refuse a PAIA request. These reasons include refusal based on the grounds that the information requested will:

- compromise South Africa's defence, security and international relations;
- hamper the operations of DriveRisk
- be unreasonably time consuming and lead to waste of resources, or
- is manifestly frivolous or vexatious.

10. IF WE CANNOT FIND A RECORD

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If we find the records after we have issued such an affidavit, we will grant you access to the records unless we have a reason to refuse your request.

11. IF YOU NEED ASSISTANCE OR MORE INFORMATION

If you require further assistance, The Information Regulator has published a guide that introduces PAIA, describes where to find information and how to request access to information. It explains when access to information may be refused and offers key references and resources. The guide is available in each official language and is intended to assist you in exercising your rights to access information.

You can find this guide at the head office of the Information Regulator:

JD House 27 Stiemens Street

Braamfontein

Johannesburg

2001

Alternatively, you can find it at the Information Regulators website at: www.inforegulator.org.za

A copy of the guide is also available in each official language on website

https://www.justice.gov.za/infoereg/docs/misc/PAIA-Guide-English_20210905.pdf or you can inspect a copy of the guide at our offices during regular business hours.

PAIA Manual

FORMS

- Form 1: request for access to a record
- Form 2: Outcome of request and fees payable

FORM 1

Request for access to a record¹

1. If the space provided in the form is inadequate, please submit additional information as an annexure to this form and sign each page.
2. We will process a request for access to a record other than a record containing your personal information after you have paid the request fee.
3. The fee depends on the form in which you need to access the record and the time we have to search for and prepare the record.
4. We will let you know in writing whether your request has been approved or denied, and if we approve your request, we will let you know what the related fees are.

To: The information officer

Address

E-mail address

Fax number

This request is in my own name

¹ Regulation 7 of PAIA.

I'm making this request on behalf of someone else—[please attach proof of the capacity in which you are making this request].

YOUR DETAILS

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

HOW DO YOU PREFER TO BE CONTACTED?

Postal address

Residential address

E-mail address

Fax

DETAILS OF THE PERSON ON WHOSE BEHALF YOU ARE MAKING THIS REQUEST (IF APPLICABLE)

PAIA Manual

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

WHICH RIGHT ARE YOU EXERCISING OR PROTECTING?

Which right are you exercising or protecting?

Explain why you need this record to exercise or protect that right.

DETAILS OF THE RECORD YOU ARE REQUESTING

Please provide full particulars of the record that you wish to access, including the reference number if you have it to help us find the record.

PAIA Manual

Describe the record or relevant part of the record

Reference number (if you have it)

Any further information about the record.

TYPE OF RECORD

Written or printed record	
Visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Recorded words or information that can be reproduced in sound	
Held on a computer or in an electronic or machine-readable form	

FORMAT IN WHICH YOU WOULD LIKE TO RECEIVE THE RECORD

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	

Transcription of a soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on a compact disc drive (including virtual images and soundtracks)	

HOW WOULD YOU LIKE TO ACCESS THE RECORD?

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
Postal services to a postal address	
Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

(If the record is not available in the language you prefer, we may give you access in the language in which the record is available.)

Date _____

Signed at _____

Signature of the requester/person on behalf of whom the request is made

FOR OFFICE USE

Reference number	
Date received	
Access fees (if any)	
Deposit (if any)	

DETAILS OF THE PERSON WHO RECEIVED THE REQUEST

Job Title	
Name and surname of Information Officer	

Signature of Information Officer

FORM 2

Outcome of request for access to a record, and fees payable²

1. If your request is granted
 - a. you must pay the deposit (if any) before we can process your request, and
 - b. we will only release the record you requested once we receive full payment.
2. Please note your reference number in all future correspondence.

To:

Address

E-mail address

Fax number

Reference number

YOUR REQUEST HAS BEEN

Approved

Denied

² Regulation 8 of PAIA.

Because

YOU REQUESTED

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
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Please take these steps:

1. Make an appointment to inspect the record.
2. Bring this form with you.

Accessing a record this way is free. However, if you need copies of the information, you will be charged the appropriate fees as set out in Annexure B.

OR

YOU REQUESTED

PAIA Manual

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	

YOU ASKED TO ACCESS THE RECORD AS FOLLOWS

Postal services to a postal address	
Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

FEES PAYABLE WITH REGARDS TO YOUR REQUEST

Item	Cost per A4-size page or part thereof/item or request.	Number of pages/items	Total
Request Fee payable by every requester	R140.00		
Copy of Guide	R2.00		
Photocopy	R2.00		
Printed copy	R2.00		
Copy in a computer-readable form on:			
a) Flash drive	a) R40.00		
b) Compact disc	b)		
<ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R60.00		
Transcription of visual images	Service to be outsourced. Will depend		
Copy of visual images	on quotation from		
Transcription of an audio record	service provider.		

Copy of an audio record on flash drive (to be provided by requestor)	R40.00		
Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R60.00		
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00		
To not exceed a total cost of	R435.00		
Deposit: If search exceeds 6 hours	One Third of amount per request calculated in terms of items 2 to 8		
Postage	Actual cost		
TOTAL:			

DEPOSIT PAYABLE

If the search exceeds six hours.

How many hours did the search take?	
What is the deposit payable? (Calculated as a third of the total amount per request)	

OUR BANK DETAILS

Bank

Account holder

Type of account

Account number

Branch code

Reference number

Proof of payment address

Date _____

Signed at _____

Information Regulator/Information Officer

PAIA Manual

24