



UMKOMBE AUTOBODY (PTY) LTD

Registration Number: 2020/066571/07

PAIA MANUAL

This manual is prepared for UMKOMBE AUTOBODY (PTY) LTD (the “Company”) in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000, as amended, and aligned with the Protection of Personal Information Act, 4 of 2013.

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Description
CEO	Chief Executive Officer
IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act, 2 of 2000
POPIA	Protection of Personal Information Act, 4 of 2013
IR	Information Regulator
BCEA	Basic Conditions of Employment Act
LRA	Labour Relations Act
EEA	Employment Equity Act
OHSA	Occupational Health and Safety Act
COIDA	Compensation for Occupational Injuries and Diseases Act

2. PURPOSE OF THIS PAIA MANUAL

- 2.1 This Manual is prepared in accordance with section 51 of PAIA. Its purpose is to:
- explain how requests for access to records held by the Company may be made;
 - identify the categories of records held by the Company;
 - identify records that are automatically available;
 - describe the processing of personal information in terms of POPIA; and
 - provide the contact details of the Information Officer.

3. COMPANY AND INFORMATION OFFICER DETAILS

Company : Umkombe Autobody (Pty) Ltd
Registration Number : 2020/066571/07
Nature of Business : Panelbeating, spray painting, mechanical-, auto electrical and related vehicle repair services

Information Officer : Ms. Daniela De Sousa
Telephone Number : 010 140 1480
Email : cristina@umkombeab.co.za



Deputy Information Officer: None appointed.

Physical Address:

27 Mission Road

Muswelldale

Boksburg

1459

Website: www.umkombeautobody.co.za

Postal Address:

27 Mission Road

Muswelldale

Boksburg

1459

4. GUIDE ON HOW TO USE PAIA

- 4.1 The Information Regulator made available a Guide, as contemplated in section 10 of PAIA, containing information to assist any person who wishes to exercise a right contemplated in PAIA or POPIA.
- 4.2 The Guide contains, among other things, information regarding the objects of PAIA and POPIA, the manner and form of a request for access to a record, the assistance available from Information Officers and the Information Regulator, applicable remedies, prescribed fees and relevant forms.
- 4.3 The Guide may be inspected or obtained from the Information Regulator and is available through the Information Regulator's official channels.

5. CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE

- 5.1 Certain records may be available without a formal request under PAIA, subject to applicable law, confidentiality requirements and the nature of the record.

Category	Examples
Corporate Information	Company profile, contact details and business information.
Compliance Information	PAIA Manual, privacy notices and published POPIA-related contact information.
Services Information	General services information, approvals and accreditations information.
Employment Information	Vacancies and general recruitment information made publicly available.
Website and Marketing Information	Published product information, catalogues, brochures and other marketing material made publicly available.



- 5.2 The inclusion of a category above does not mean that every record falling within that category is automatically available. Access may be restricted where disclosure is prohibited or limited by PAIA, POPIA, another law, contractual confidentiality obligations or the rights of third parties.

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 6.1 The Company keeps records in accordance with legislation applicable to its business and operations. Where applicable, records may be available in terms of legislation including, but not limited to, the following:

- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Value-Added Tax Act, 89 of 1991
- Basic Conditions of Employment Act, 75 of 1997
- Labour Relations Act, 66 of 1995
- Employment Equity Act, 55 of 1998
- Occupational Health and Safety Act, 85 of 1993
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Consumer Protection Act, 68 of 2008
- Motor Industry Bargaining Council Collective Agreements and Circulars
- Promotion of Access to Information Act, 2 of 2000
- Protection of Personal Information Act, 4 of 2013

- 6.2 The above list is not exhaustive. The availability of a record under any legislation is subject to the requirements, limitations and procedures prescribed by that legislation. Inclusion of legislation in this Manual does not imply that every record held under that legislation is automatically available to the public.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND CATEGORIES OF RECORDS

- 7.1 The Company holds records in physical and/or electronic form relating to its business operations, legal obligations and administration. The categories below are intended to describe the principal subjects and categories of records held and do not constitute an exhaustive inventory of every individual record.



Category	Examples
Corporate Governance and Management	Founding, registration and statutory records; member / ownership records; resolutions; governance policies; business plans; management reports; risk & compliance records.
Finance, Accounting and Taxation	Financial statements; accounting and banking records; invoices; debtors and creditors records; asset records; budgets; audit records; tax, VAT, PAYE and related statutory records
Human Resources and Payroll	Employment and personnel records; recruitment records; contracts; remuneration and payroll records; leave, performance, disciplinary, grievance, training, health and safety, and termination records.
Customers and Repairs	Customer records, quotations, insurance approvals, job cards, repair records, warranties and correspondence.
Suppliers and Procurement	Supplier agreements, purchase orders, inventory and delivery records.
Workshop Operations	Vehicle inspection reports, maintenance records, equipment registers and quality control records.
Information Technology	User access, software licences, backups and cybersecurity records.
Legal, Insurance and Compliance	Contracts; legal correspondence; litigation records; insurance policies, permits, compliance records; regulatory correspondence.
General Administration	Business correspondence; policies and procedures; office administration; facilities, property, security and other records generated in the ordinary course of business.

- 7.2 Access to any record is subject to PAIA, POPIA and other applicable legislation. The inclusion of a record category in this Manual does not mean that access will automatically be granted.

8. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

8.1 Purpose of Processing Personal Information

The Company processes personal information only where there is a lawful basis and for purposes connected with its legitimate business activities and legal obligations. These purposes may include customer and supplier administration; sales and order fulfilment; manufacturing and service delivery; employment and payroll administration; recruitment; financial, tax and statutory compliance; security; marketing where lawful; contract management and the establishment, exercise or defence of legal rights.



8.2 Categories of Data Subjects and Personal Information

Employees, job applicants, customers, suppliers, contractors, service providers, visitors and other persons who interact with the Company.

8.3 Recipients or Categories of Recipients

Personal information may, where lawful and necessary, be disclosed to employees who require access for their information; banks and payment-service providers; auditors, accountants and professional advisers; insurers; payroll and employee-benefit service providers; IT, hosting and cloud-service providers; suppliers and contractors; regulators, government departments, SARS and other competent authorities and other recipients where disclosure is required or permitted by law.

8.4 Planned Trans-Border Flows of Personal Information

The Company may use reputable cloud, hosting, email, backup or business-software service providers whose infrastructure may be located outside South Africa. Where personal information is transferred outside the Republic, the Company will take reasonable steps to ensure that the transfer complies with section 72 of POPIA and that appropriate safeguards apply.

8.5 General Description of Information Security Measures

The Company maintains reasonable technical and organisational safeguards appropriate to the nature of the information processed and the risks involved. Measures may include access controls, password protection, antivirus and firewall protection, backups, secure storage, confidentiality obligations, restricted access to records, employee awareness, appropriate disposal of records, service-provider controls and incident-management procedures. Security measures are reviewed and adapted where reasonably necessary. If a security compromise involving personal information occurs, the Company will respond in accordance with POPIA and other applicable legal requirements.

9. PROCEDURE FOR REQUESTING ACCESS TO RECORDS

- 9.1 A person who wishes to request access to a record held by the Company, must submit a request to the Information Officer using the prescribed Form 2 – Request for Access to Record.
- 9.2 The requester must provide sufficient information to enable the Company to identify the requester and locate the requested record, indicate the preferred form and manner of access, and provide any information required by the prescribed form. Where a request is made on behalf of another person, proof of the authority to act on that person's behalf must be provided.
- 9.3 Proof of identity must accompany the request. A request must be submitted to the Information Officer at the contact details stated in this Manual.
- 9.4 The Company will consider a properly submitted request in accordance with PAIA and will notify the requester of its decision within the period prescribed by law, subject to any lawful extension. Access is not automatic merely because a request has been submitted.
- 9.5 The prescribed Form 2 is attached to this Manual as Annexure A.

10. FEES

- 10.1 Fees payable in respect of requests for access to records are governed by PAIA and the applicable Regulations. A requester may be required to pay the prescribed request fee before the request is processed, unless the requester is exempt from payment.
- 10.2 Where access is granted, the requester may also be required to pay the prescribed access fee for the reproduction of the record and for the reasonable time required to search for and prepare the record for disclosure. Where applicable, a deposit may be required in accordance with PAIA.
- 10.3 The Information Officer will advise the requester of any prescribed fee or deposit payable. The fees applicable at the time of the request will be determined in accordance with the fee schedule prescribed under PAIA, as amended from time to time and enclosed as Addendum B hereto.

11. GROUNDS FOR REFUSAL OF ACCESS

- 11.1 The Company may refuse access to a record where PAIA requires or permits refusal. Grounds for refusal may include, without limitation:
 - Protection of personal information of third parties
 - Protection of confidential commercial information and trade secrets
 - Protection of legally privileged information
 - Protection of confidential information supplied by third parties



- Protection of safety, security or Company property
- Frivolous or vexatious requests where permitted by PAIA

11.2 Each request will be considered on its own merits in accordance with PAIA. Where access is refused, the requester will be informed of the decision and the applicable remedies as required by law.

12. AVAILABILITY AND UPDATING OF THE MANUAL

12.1 Availability

This Manual is made available in accordance with PAIA. A copy may be obtained from the Company, subject to any prescribed requirements, and may be made available on the Company's website where applicable. Requests concerning this Manual or access to records should be directed to the Information Officer using the contact details contained in Section 3.

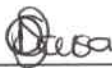
12.2 Updating

The Information Officer will review and update this Manual when reasonably necessary, including where there are material changes to the Company's operations or where changes in applicable legislation or regulatory requirements require amendment.

13. APPROVAL

This PAIA Manual is approved and authorised for implementation by the Information Officer of the Company.

Approved by : Ms. Daniela De Sousa
Capacity : Information Officer

Signature :  _____

14 / 07 / 2026



FORM 2

ANNEXURE A

REQUEST FOR ACCESS TO RECORDS

[PAIA - Regulation 7]

NOTE: 1. *Proof of identity (certified) 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.*

3. *The requester's identity must be verified before any request for access to record/s will be processed.*

4. *Payment of any prescribed fee must be made where applicable and proof of payment submitted to the Information Officer before any request for record/s will be processed.*

TO: The Information Officer

_____ (Address)

Email: _____

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>(if 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)		Mobile

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD <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 <i>(Mark the applicable box with an "X")</i>	
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>	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
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:	
FEES	
<i>a) A request fee is payable before the request will be considered & the amount will be advised.</i> <i>b) 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> <i>c) 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. Preferred manner of correspondence:

Postal address	Courier Address	Electronic communication address

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made



FOR OFFICIAL USE

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

Signature of Information Officer

FEES IN RESPECT OF PRIVATE BODIES

The following fees are applicable to requests for access to records of the Company in terms of PAIA, read together with the applicable regulations governing fees in respect of requests for access to records of private bodies.

1. REQUEST FEE

- 1.1 A request fee of **R140.00** is payable by a requester in respect of a request for access to records of the Company.
- 1.2 No request fee is payable where the requester is a personal requester, being a requester seeking access to a record containing their own personal information.
- 1.3 The Company may require payment of the prescribed request fee before processing the request further, where applicable.

2. FEES FOR REPRODUCTION AND ACCESS

- 2.1 Where a request for access to records is granted, the requester may be required to pay the prescribed fees recorded in Table 1 below, for the reproduction of records and, where applicable, the time reasonably required to search, prepare and disclosure.

Type of Record / Activity	Description	Prescribed Fee
A4 photocopy	Per page or part thereof	R2.00
A4 printed copy	Per page or part thereof from a computer or electronic medium	R2.00
Electronic copy	Copy provided on a flash drive supplied by the requester	R40.00
Electronic copy	Copy provided on a compact disc supplied by the Company	R60.00
Electronic copy	Copy provided on a compact disc supplied by the requester	R40.00
Transcription of audio record	Per A4 page or part thereof	R24.00
Copy of audio record	Copy of an audio record	Actual cost

Transcription of visual images	Transcription of visual images	Fee determined by the applicable service-provider cost/quotation
Copy of visual images	Copy of visual images, including photographs or video footage	Fee determined by the applicable service-provider cost/quotation
Search and preparation	Search for and preparation of records for disclosure, after the first hour	R145.00 per hour or part thereof
Postage, e-mail or other electronic transfer	Where applicable	Actual cost, if any

- 2.2 Where a request involves CCTV footage, photographs, video recordings or other visual records, the Company may need to incur costs to retrieve, extract, process, redact, reproduce or otherwise prepare the relevant material. Any applicable fee will be determined in accordance with PAIA and the prescribed fee framework.

3. SEARCH AND PREPARATION FEES

- 3.1 The first one (1) hour spent searching for and preparing records for disclosure is not charged.
- 3.2 Thereafter, a fee of R145.00 per hour or part thereof may be charged for time reasonably required to search for and prepare the requested records.
- 3.3 The total amount charged for search and preparation may not exceed the prescribed maximum of R435.00.
- 3.4 Search and preparation fees will be charged only to the extent permitted by PAIA and the applicable regulations.

4. DEPOSIT

- 4.1 If the Company estimates that the search for and preparation of the requested records will require more than six (6) hours, the Company may require the requester to pay a deposit before the request is processed further.
- 4.2 The deposit will be calculated in accordance with the prescribed PAIA fee provisions and will amount to one-third of the applicable access fees calculated in respect of the request.
- 4.3 Where the request for access is subsequently refused, the deposit will be dealt with in accordance with PAIA and the applicable regulations.



5. POSTAGE, E-MAIL AND ELECTRONIC TRANSFER

- 5.1 Where the requester requires a record to be sent by post, courier, e-mail or another form of electronic transfer, the Company may charge the actual cost, if any, associated with the delivery or transfer of the record, subject to the applicable PAIA fee provisions.
- 5.2 The Company will, where reasonably possible, provide records electronically where this is appropriate and legally permissible.

6. PAYMENT PROCEDURE AND BANKING DETAILS

- 6.1 Where a prescribed request fee is applicable, the requester will be informed of the fee payable and the applicable payment requirements.
- 6.2 A request will be processed in accordance with the time periods and procedures prescribed by PAIA and the applicable regulations.
- 6.3 The Information Officer will determine whether the requester qualifies as a **personal requester** and is therefore exempt from payment of the request fee.

7. PAYMENT OF ACCESS AND REPRODUCTION FEES

- 7.1 Where access to a record has been granted and reproduction or other prescribed fees are payable, the requester will be informed of the amount payable.
- 7.2 Subject to PAIA and the applicable regulations, the Company may require payment of the applicable prescribed fees before releasing the requested records.

8. CCTV, PHOTOGRAPHS AND OTHER VISUAL RECORDS

- 8.1 Requests for CCTV footage, photographs, video recordings or other visual records will be assessed in accordance with PAIA and POPIA.
- 8.2 The fact that a requester appears in CCTV footage or that an incident concerns the requester does not automatically entitle the requester to receive an unedited copy of the entire recording.
- 8.3 The Company will consider, where applicable:
- whether the requester has a right of access under PAIA;
 - whether the requested record contains personal information relating to other identifiable individuals;
 - whether disclosure would infringe the privacy rights of another person;



- whether third-party consultation is required;
- whether portions of the record must be redacted;
- whether any ground for refusal under PAIA applies;
- whether disclosure is permitted or required by law; and
- whether the requested record can reasonably be supplied in an alternative form.

8.4 Where CCTV footage or another visual record is disclosed, the Company may apply the prescribed or applicable reproduction costs, including any reasonable costs associated with preparing or reproducing the record, to the extent permitted by PAIA and the applicable regulations.

9. GENERAL

9.1 All fees contained in this Addendum are subject to the provisions of PAIA and the applicable regulations.

9.2 Where there is any inconsistency between this Addendum and PAIA, the latter will prevail.

9.3 The Company reserves the right to amend this Addendum where the prescribed fees or applicable legal requirements are amended.

Effective Date : 14 / 07 / 2026

Information Officer : Ms. Daniela De Sousa

Signature : 