



GRIDCARS (PTY) LTD

PAIA MANUAL

**Prepared in terms of section 51 of the Promotion of Access to
Information Act 2 of 2000 (as amended)**

And

The Protection of Personal Information Act, 2013 (Act 4 of 2013)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 "DIO" Deputy Information Officer

1.2 "IO" Information Officer

1.3 "Minister" Minister of Justice and Constitutional Development

1.4 "PAIA" Promotion of Access to Information Act, 2000 (Act 2 of 2000)

1.5 "POPIA" Protection of Personal Information Act, 2013 (Act 4 of 2013)

1.6 "Regulator" Information Regulator

1.7 "Republic" Republic of South Africa

1.8 "GridCars" GridCars (Pty) Ltd

2. PURPOSE OF THIS 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 Information Officer and Deputy Information Officer who will assist the public with the records 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 description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 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 GRIDCARS (PTY) LTD

3.1. Information Officer

Name: Winstone Jordaan (Managing Director)
Tel: +27 10 109 1969
Email: winstone@gridcars.net
Alternative Email: legaldepartment@gridcars.net

3.2 Access to information general contacts

Email: info@gridcars.net/

3.3 National or Head Office

Physical/Postal Address: Unit 13, Muldersway Industrial Park
1 St Antonios Road
Muldersdrift
1747
South Africa
Telephone: **+27 10 109 3344**
Email: info@gridcars.net
Website: <https://gridcars.net/>

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 PAIA¹ and section 56 of POPIA²;
- 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 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;
- 4.3.6. 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-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² 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.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) 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.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer 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;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

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

4.5.3. A copy of the Guide is available in English

5. CATEGORIES OF RECORDS OF THE GRIDCARS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company Information	Company profile and business overview		X
Contact Information	General contact details	X	
PAIA Manual	PAIA Manual	X	
Privacy Notice	POPIA Privacy Notice	X	
Legal Documents	Website, Application and Charging Services Terms and Conditions	X	
Marketing Material	promotional material	X	
Employment Opportunities	Job vacancies	X	
Mobile Application Information	Information relating to the company's digital platforms, mobile applications and online services	X	
News and Publications	Public announcements and media releases	X	

6. DESCRIPTION OF THE RECORDS OF GRIDCARS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment Records	Basic Conditions of Employment Act, 75 of 1997
Payroll and Tax Records	Income Tax Act 58 of 1962
VAT Records	Value-Added Tax Act 89 of 1991
Health and Safety Records	Occupational Health and Safety Act 85 of 1993
POPIA Compliance Records	Protection of Personal Information Act 4 of 2013
Unemployment Insurance Records	Unemployment Insurance Act 63 of 2001
Consumer agreements, customer records and consumer complaints	Consumer Protection Act 68 of 2008

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GRIDCARS (PTY) LTD

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	employment contracts, employee records, payroll records, leave records and disciplinary records
Corporate and Governance Records	- Memorandum of Incorporation, shareholder records, directors' resolutions, board records, statutory registers, corporate governance documents

Subjects on which the body holds records	Categories of records
Financial Records	- Annual financial statements, accounting records, management accounts, tax records, invoices, banking records and audit reports
Legal and Compliance Records	- Contracts, agreements, licences, permits, regulatory filings and compliance records
Operations and Project Records	- EV charging infrastructure project records, site development records, maintenance records, operational reports and project implementation records
Information Technology Records	- Software licences, system records, user access records, IT policies and technology-related documentation
Privacy and Information Records	- PAIA Manual, POPIA compliance records, privacy notices, information officer records and records relating to access to information requests
Marketing and Communications Records	- Marketing material, website content, media releases, presentations and public communications
Customer and Business Partner Records	- Customer agreements, service records, correspondence and stakeholder engagement records

Regulatory Information Publicly available compliance information

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

GridCars (Pty) Ltd processes personal information to conduct its business operations, provide electric vehicle charging and related services, manage relationships with customers, employees, suppliers and partners, process and administer payments and transactions, fulfil contractual and legal obligations, and protect its legitimate business interests.

8.2 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 and End Users	Names, contact details, identification information, billing information, vehicle information, charging session data, account information and correspondence records.
Suppliers, Service Providers and Contractors	Names, contact details, identification information, company information, banking details and contractual records.
Directors and Shareholders	Identification information, contact details, company-related information and governance records.
Employees and Job Applicants	Names, contact details, identification information, employment records, qualifications, payroll information, banking details and performance records.
Website and Mobile Application Users	Names, contact details, login credentials, usage information, technical information and communication records.
Visitors to Premises	Names, identification information, access records and CCTV footage where applicable.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identification and contact information	Regulators, government authorities, service providers and business partners where required by law or contract

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Employee information	Payroll administrators, pension/provident fund administrators, medical aid providers, insurers and regulatory authorities
Qualifications and employment information	Qualification verification agencies, background screening providers and prospective clients where required
Financial, banking and payment information	Banks, payment service providers, auditors and accounting service providers
Customer and account information	Charging network service providers, customer support providers and technology service providers
Vehicle and charging session information	Charging network operators, software providers and authorised business partners
Credit and payment history	Credit bureaus, debt collection agencies and financial service providers where applicable
Personal information required by law	Government departments, regulators, law enforcement agencies and courts of law

8.4 Planned transborder flows of personal information

GridCars may process, store or transfer personal information using electronic systems, cloud-based platforms and third-party service providers located within or outside the Republic of South Africa. Where personal information is transferred outside South Africa, GridCars will take reasonable steps to ensure that such information is protected through appropriate contractual, technical and organisational safeguards and that any such transfer is carried out in accordance with applicable data protection laws, including POPIA.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

GridCars implements reasonable technical and organisational security measures to protect personal information against loss, unauthorised access, disclosure, alteration or destruction. These measures include access controls, password protection, data encryption where appropriate, firewalls, anti-virus and anti-malware software, secure storage systems, regular system updates, staff awareness measures and contractual safeguards with third-party service providers.

8.6 GridCars retains personal information for as long as reasonably necessary to fulfil the purposes for which it was collected, to comply with applicable legal, regulatory, tax, accounting and operational requirements, and as otherwise permitted or required by law.

8.7. Data subjects may request access to, correction, deletion or destruction of personal information held by GridCars by contacting the Information Officer. Such requests will be considered and processed in accordance with POPIA and any other applicable legal requirement

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On <https://gridcars.net/> ;

9.1.2 head office of GridCars (Pty) Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 Any fees payable in respect of requests for access to records shall be determined in accordance with the fees prescribed under PAIA and the regulations issued thereunder, as amended from time to time. The applicable fees may be obtained from the Information Regulator's website.

10. UPDATING OF THE MANUAL

GridCars (Pty) Ltd reserves the right to amend and update this Manual from time to time. Any amendments will be published on the GridCars website and made available in accordance with PAIA.

Issued by

A handwritten signature in blue ink, appearing to read 'WJordaan', is positioned above a horizontal line.

Winstone Jordaan

Managing Director

ANNEXURE A

**FORM 2 (REQUEST FOR ACCESS TO RECORD)
(REGULATION 7)**

Any person seeking access to a record held by GridCars (Pty) Ltd in terms of the Promotion of Access to Information Act, 2000 ("PAIA") must complete the prescribed Form 2 below.

Completed forms, together with proof of identity and any supporting documentation, must be submitted to the Information Officer using the contact details below:

Information Officer:

Winstone Jordaan

Managing Director

Telephone: +27 10 109 1969

Email:

winstone@gridcars.net

Deputy Information Officer

To be confirmed

Alternative Email:

legaldepartment@gridcars.net/ zardo@gridcars.net

General Access to Information Contact Details:

info@gridcars.net

Telephone:

+27 10 109 1969/ +27 10 109 3344

Physical Address:

Unit 13, Muldersway Industrial Park

1 St Antonios Road

Muldersdrift

1747

South Africa

The prescribed Form 2 follows on the next pages and forms part of this Manual.

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 TO: The Information Officer

GridCars (Pty) Ltd
 Unit 13, Muldersway Industrial Park
 1 St Antonios Road
 Muldersdrift, 1747

E-mail address: info@gridcars.net

Fax number: N/A

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 (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			

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Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
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 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				
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>				
Record is in written or printed form				

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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>	
Copy of record saved on cloud storage server	

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>	

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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 this Form. The requester must sign all the additional pages.</i>	
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	
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

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE B

PAIA FEES AND CHARGES

The fees payable in respect of requests for access to records shall be determined in accordance with the fees prescribed under the Promotion of Access to Information Act, 2000 and the Regulations issued thereunder, as amended from time to time.

The current prescribed fee structure is available from the Information Regulator at:

<https://inforegulator.org.za/paia-fees-structure-2/>

or from the Information Officer of GridCars (Pty) Ltd upon request.

Requesters may be required to pay:

- a request fee (where applicable);
- access fees for reproduction, copying and transcription;
- search and preparation fees; and
- any applicable deposit prescribed by the Regulations.

GridCars reserves the right to apply the fees prescribed by law at the time a request is submitted.

ANNEXURE C

INFORMATION REGULATOR CONTACT DETAILS

The Information Regulator has been established in terms of the Protection of Personal Information Act, 2013 and is responsible for monitoring and enforcing compliance with both PAIA and POPIA.

Any person who wishes to obtain further information regarding PAIA or POPIA, submit a complaint, or exercise any of their rights in terms of applicable legislation may contact the Information Regulator using the details below:

Information Regulator (South Africa)

Physical Address:

JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal Address:

P.O. Box 31533
Braamfontein
Johannesburg
2017

General Enquiries:

enquiries@inforegulator.org.za

PAIA Complaints:

PAIAComplaints@inforegulator.org.za

POPIA Complaints:

POPIAComplaints@inforegulator.org.za

Telephone:

010 023 5200

Website:

<https://inforegulator.org.za>