	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	1	JULY 2021




**ACCESS TO INFORMATION MANUAL  
("MANUAL")**

**COMPILED IN TERMS OF SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT  
NO. 2 OF 2000**

**CONTINENTAL TYRE SA PTY LTD,  
REGISTRATION NUMBER 1998/005020/07**


Date of Compilation: 1 July 2021

Updated: May 2025

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	2	JULY 2021


## INDEX

1. AN INTRODUCTION TO PAIA AND POPIA	3
2. OUR PAIA MANUAL	4
3. WHO ARE WE - ABOUT US AND OUR BUSINESS	5
4. OUR CONTACT DETAILS	5
5. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS	5
6. PAIA GUIDE	6
7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST	6
8. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION	7
9. RECORDS AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 52(2) OF THE ACT	7
10. DESCRIPTION RECORDS NOT AUTOMATICALLY AVAILABLE	7
11. INFORMATION RELATED TO POPIA	11
12. REQUEST PROCEDURE	14
13. ACCESS TO HEALTH RECORDS	15
14. PRESCRIBED FEES	16
15. PROOF OF IDENTITY	17
16. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS	17
17. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION	18
18. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS	19
ANNEXURE A	Error! Bookmark not defined.
ANNEXURE B	24
ANNEXURE C	25
ANNEXURE D	27
ANNEXURE “ LAWS ”	29

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	3	JULY 2021

## 1. AN INTRODUCTION TO PAIA AND POPIA


- 1.1 The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001, which among other things,
  - 1.1.1 seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights;
  - 1.1.2 sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual;
  - 1.1.3 obliges both public and private bodies to compile a PAIA manual, which PAIA manual sets out how a person, who is desirous of requesting certain information which he/she /it/ them believes he/she/it/them has a right to, may go about requesting such information.
- 1.2 Where a person is desirous of obtaining information from a private and / or private body, in terms of PAIA, then such person must make a request for this by following the laid out procedure and using the prescribed forms, described under the private and / or private body's PAIA Manual.
- 1.3 On receipt of the request, the body receiving the request must decide if it is able to provide the requested information to the requester in accordance with the provisions of PAIA.
- 1.4 The Protection of Personal Information Act, 4 of 2013 ("POPIA"), which largely commenced on 1 July 2020, gives effect to a person's rights to privacy, including the rights to data privacy, and which Act, in accordance with this objective, describes and prescribes a series of conditions which have to be met when personal information is processed and used by another person, which conditions establish the minimum requirements for the processing of personal information.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	4	JULY 2021

- 1.5 POPIA amends certain provisions of PAIA, balancing the need for access and to information against the need to ensure the protection of personal information.
- 1.6 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals, and public and private entities in South Africa.

## 2. OUR PAIA MANUAL

- 2.1 This Manual is compiled in accordance with section 51 of PAIA, as amended by POPIA.
- 2.2 This Manual applies to all information held by **CONTINENTAL TYRE SA PTY LTD, Registration Number 1998/005020/07**.
- 2.3 For purposes of this Manual, we refer to ourselves as “**CONTINENTAL**”, “**we**”, “**us**” or “**our**”.
- 2.4 This Manual sets out how any person may:
  - 2.4.1 go about requesting information, including personal information, which they believe we hold and which they have a right to;
  - 2.4.2 which forms have to be completed by such person requesting the information;
  - 2.4.3 any fees and or deposits that may have to be paid before the requested information is provided, should we agree to provide the requested information;
  - 2.4.4 lodge a withdrawal, objection or complaint against the processing by us of personal information in terms of POPIA;
  - 2.4.5 make or file a request for us to delete or destroy personal information in terms of POPIA.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	5	JULY 2021

### 3. WHO ARE WE - ABOUT US AND OUR BUSINESS

- 3.1 We are CONTINENTAL, a company registered in South Africa and bearing registration number 1998/005020/07.
- 3.2 Founded in 1871, Continental is a multinational company which manufactures safe, efficient, and performance-oriented tyres for passenger cars, commercial vehicles, and two-wheelers. We are one of the foremost leaders in tyre technology and tyre production, with a broad product range suitable for use in a variety of conditions and applications.

If you would like to find out more about us, including our main business activities, our company profile is available at <https://www.continental-tyres.co.za/car>

### 4. OUR CONTACT DETAILS


- 4.1 Our contact details are as follows:

CONTINENTAL TYRE SA PTY LTD- 1998/005020/07  
Cadle Street, New Brighton West, Gqeberha, South Africa  
PO Box 699, Gqeberha, 6000, Republic of South Africa

### 5. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

- 5.1 The details of our Information Officer is as follows:

Chifundo Ncube  
041 406 5111,  
[dataprotection@conti.co.za](mailto:dataprotection@conti.co.za)

	CONTINENTAL PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		2
	PAGE NUMBER	EFFECTIVE DATE
	6	JULY 2021

## 6. PAIA GUIDE

- 6.1 In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA (“the Guide”) is available in all the South African official languages. The Guide is currently available on the following site:

[Understanding PAIA - South African Human Rights Commission](#)

[Guide on How to Use the Promotion of Access to Information ...](#)

6.2 If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001


P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

## 7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

- 7.1 All information which is housed in the public area of our websites, is automatically available which can be automatically accessed by you, subject to our website disclaimer, without having to go through the formal PAIA request process.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	7	JULY 2021

7.2 Automatically available information includes:

7.2.1 Media Releases

7.3 The aforesaid will be automatically available information on <https://www.continental-tyres.co.za/car>

## 8. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

8.1 CONTINENTAL is subject to many laws and regulations, some of which require us to keep certain records.


8.2 These laws are detailed under **Annexure “Laws”**.

8.3 This list is not exhaustive.

## 9. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 52(2) OF THE ACT

At the time of this publication the Minister of Justice and Constitutional Development had not yet published any regulations under this section of PAIA.

## 10. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS WHICH INFORMATION IS NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF THE ACT

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	8	JULY 2021

10.1 The following information and records identified by the headings and/or departments listed below, are not automatically available and a person has to request access to these records by completing a request of information in the prescribed manner as described under this Manual using the Form 2.


**10.1.1 Companies Act Records**

- Documents of Incorporation;
- Memorandum of Incorporation;
- Records relating to the appointment of trustees /directors / auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.

**10.1.2 Financial Records**

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Paid Cheques;



	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	9	JULY 2021


- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

#### 10.1.3 **Income Tax Records**

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;
- VAT;
- Regional Services Levies;
- Skills Development Levies;
- UIF; and
- Workmen's Compensation.

#### 10.1.4 **Personnel Documents and Records**


- Employment contracts;
- Employment policies and procedures;

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	10	JULY 2021

- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.

#### 10.1.5 Other

- Administration;
- Information Technology;
- Insurance;
- Intellectual Property;
- Movable and Immovable Property;
- Operations;

	CONTINENTAL PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		2
	PAGE NUMBER	EFFECTIVE DATE
	11	JULY 2021


- Third Parties; and
- Medical and Health information.

## 11. INFORMATION RELATED TO POPIA

11. In terms of POPIA we are required to provide you with a description of the personal information which we process and why it is processed, and who we may share this information with, which detail is described below:

11.1.1 **Personal information we process** - the type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only, which is done under our specific and detailed processing notices housed on our website. Below is a listing of the personal information that is processed by us, including the category of data subject that it belongs to. The information provided under this section refers to broad categories of information. This list is not exhaustive.


- **Clients** - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
- **Clients** – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- **Clients** – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	12	JULY 2021

- **Contracted Service Providers:** Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- **Intermediary / Advisor:** Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- **Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff:** gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.
- **Website end-users / Application end-users:** names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

11.1.2 **Sharing of personal information** - we may supply personal Information to the following potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators;
- Stakeholders and shareholders; and
- Other recipients in international organisation.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	13	JULY 2021

11.1.3 **Cross border exchanges** - we may disclose personal information we process to any of our overseas subsidiaries, associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or a legal right to do so. We will in this regard, endeavour to enter into written agreements to ensure that other parties comply with the POPIA and our confidentiality and privacy requirements.


11.1.4 **General description of information security measures** – Continental employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

11.2 Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 12 below.


11.3 You have the right to request the correction, deletion or destruction of your personal information, in the prescribed form, which form is available on our website. We have also attached the prescribed forms to this Manual for your convenience.

11.4 You may object to the processing of your personal information in the prescribed form, which form is available on our website. We have also attached the prescribed forms to this Manual for your convenience.

	CONTINENTAL PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		2
	PAGE NUMBER	EFFECTIVE DATE
	14	JULY 2021


## 12. REQUEST PROCEDURE

- 12.1 Any request for access to a record or to personal information in terms of PAIA or POPIA must be made on the form attached hereto marked Annexure "A" - called **Form 2** - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10].
- 12.2 A request for access to information which is not housed under this Form 2 or which does not comply with POPIA or PAIA will be rejected and returned to you.
- 12.3 POPIA provides that an owner of personal information (the data subject) may, upon proof of identity, ask CONTINENTAL to confirm or advise, free of charge, that it holds personal information which pertains or belongs to the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information, which latter request may be subject to a fee described below. Any request for access to this personal information must be made on the form attached hereto marked Annexure "A" - called Form 2 - Request for access to record of private body (Section 53(1) of PAIA). or one which substantially corresponds with the form. A request which is not housed under this Form 2 or which does not comply with POPIA will be rejected and returned to you.
- 12.4 Section 54 of PAIA entitles CONTINENTAL to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in the Regulations promulgated under PAIA and POPIA. Where a decision to grant a request has been taken by CONTINENTAL, the record will not be disclosed until the necessary deposits and / or fees have been paid in full, where applicable. The Fee payable will depend on the type of information requested. These fees are described under Annexure "B" - Fees in respect of private bodies.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	15	JULY 2021

### **13. ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF THE ACT**

- 13.1 For the purposes of this section, the term “relevant person” shall refer to the requester and /or the authorized person making a request on the persons behalf.
- 13.2 Requesters must stipulate in their request for information and/or what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.
- 13.3 The Information Officer, in terms of Section 50 of the Act, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him /herself, or to authorised person making such a request on behalf of the person concerned.
- 13.4 The Information Officer may in terms of Section 61 (1) of the Act, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester’s physical and/ or mental health.
- 13.5 Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to Section 61(2) had been nominated by the relevant person.
- 13.6 If the relevant person is:
- 13.6.1 under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61(2)(a) of the Act; and/or
- 13.6.2 incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	16	JULY 2021

13.7 If after the Information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his or her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if he or she has been given sufficient guarantees by the requester, that adequate provision has been made for such counselling or arrangement as are reasonably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.

13.8 Before access to the information and/or record is so given to the requester, the person responsible for such counselling or arrangements must be given access to the information and/or record.

13.9 The Information Officer may also refuse access to the Information and/or records in terms of any other law.

#### **14. PRESCRIBED FEES**

14.1 Once a request is made, the Information Officer will send a received notice to the requester to pay the prescribed fee of R50.00.


14.2 This prescribed fee must be paid before the request will be processed.

14.3 Payment of this fee is to be made as directed by the Information Officer.

14.4 If the requester is seeking access to a record containing personal information about that requester, the prescribed fee of R50.00 may not be required.

14.5 The Information Officer will then make a decision in respect of the request and the requester will be notified of the decision on the required form.



	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	17	JULY 2021

14.6 Should the request be refused, the requester may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice (in terms of (sec 54(3)(b) of the Act).

14.7 If the request is granted then a further access fee is payable for the search, reproduction and preparation of the record in a particular format as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure (in terms of sec 54(6)) of the Act).

14.8 The fees schedule can be downloaded from the Department of Justice website at <http://www.doj.gov.za>.


## 15. PROOF OF IDENTITY

When requesting records or information under PAIA or POPIA, you will be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity and/or a power of attorney where a request is made on behalf of another.

## 16. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

16.1 Requests will be processed within 30 (thirty) calendar days, from date of receipt thereof, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

16.2 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary, which in most cases be a period of 30 calendar (thirty) days.


	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	18	JULY 2021

## 17. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

17.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put CONTINENTAL at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by CONTINENTAL.

17.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

	<b>CONTINENTAL PAIA MANUAL</b>	
	<b>POLICY NUMBER</b>	<b>REVISION NUMBER</b>
		2
	<b>PAGE NUMBER</b>	<b>EFFECTIVE DATE</b>
	19	JULY 2021

17.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) calendar days of receipt of the request. The third party would then have a further 21 (twenty one) calendar days to make representations and/or submissions regarding the granting of access to the record.

## **18. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

18.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) calendar days of being informed of the decision.


18.2 Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requester. There is no internal appeal procedure.

18.3 In the event that you are not satisfied with the outcome you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

18.4 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) calendar days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

## **19. AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the registered offices of Continental.

	CONTINENTAL PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		2
	PAGE NUMBER	EFFECTIVE DATE
	20	JULY 2021

**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			


**CONTINENTAL PAIA MANUAL**
**POLICY NUMBER**
**REVISION NUMBER**

2

**PAGE NUMBER**
**EFFECTIVE DATE**

21

JULY 2021

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			


**CONTINENTAL PAIA MANUAL**
**POLICY NUMBER**
**REVISION NUMBER**

2

**PAGE NUMBER**
**EFFECTIVE DATE**

22

JULY 2021

**FORM OF ACCESS**
*(Mark the applicable box with an "X")*

Printed copy of record (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 record on flash drive (including virtual images and soundtracks)

Copy of record on compact disc drive (including virtual images and soundtracks)

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 (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)

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)*
**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

**CONTINENTAL PAIA MANUAL****POLICY NUMBER****REVISION NUMBER**

2

**PAGE NUMBER****EFFECTIVE DATE**

23

JULY 2021

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

**FEES**

- a) A request fee must be paid before the request will be considered.  
b) You will be notified of the amount of the access fee to be paid.  
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.  
d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

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 (Please specify)

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**

### **FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA**

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 is for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
  - (a) For every photocopy of an A4-size page or part thereof R 1, 10.
  - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0, 75.
  - (c) For a copy in a computer-readable form on -
    - (i) stiffy disc R7, 50;
    - (ii) compact disc R70,00.
  - (d)
    - (i) For a transcription of visual images, for an A4-s1ze page or part thereof R40,00;
    - (ii) For a copy of visual images R60,00.
  - (e)
    - (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;
    - (ii) For a copy of an audio record R30,00.
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
  - (1)
    - (a) For every photocopy of an A4-size page or part thereof R1, 10.
    - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
    - (c) For a copy in a computer-readable form on -
      - (i) stiffy disc R7,50;
      - (ii) compact disc R70,00.
    - (d)
      - (i) For a transcription of visual images, for an A4-size page or part thereof R40,00;
      - (ii) For a copy of visual images R60,00.
    - (e)
      - (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;
      - (ii) For a copy of an audio record R30,00.
    - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and reparation.
  - (2) For purposes of section 54(2) of PAIA, the following applies:
    - (a) six hours as the hours to be exceeded before a deposit is payable; and
    - (b) one third of the access fee is payable as a deposit by the requester.
  - (3) The actual postage is payable when a copy of a record must be posted to a requester.



## ANNEXURE C

### FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the objection 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.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/ E-mail address:	

<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

.....

*Signature of data subject/designated person*

**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, 2018**

[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 box with an "x".

**Request for:**

or ☐ Correction or deletion of the personal information about the data subject which is in possession under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (      )
Contact number(s):	
Fax number/E-mail address:	

<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<p><b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or</b></p> <p><b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at ..... this ..... day of .....20.....

.....  
Signature of data subject/ designated person

## Annexure E Outcomes and fees Form 3

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

Note:

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

TO: 


Reference number: 

--

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.	
--	--

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:

--

--

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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• 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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• 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

## **ANNEXURE “ LAWS ”**

### **RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION**

---

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (Transport)
- Advertising on Roads and Ribbon Development Act 2 of 1940 (Environment and Conservation)
- Apportionment of Damages Act 34 of 1956 (Contract and Delict)
- Arbitration Act 42 of 1965 (Procedural Law)
- Auditing Profession Act 26 of 2005 (Professions)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Business Names Act 27 of 1960 (Commercial Law)
- Companies Act 61 of 1973 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998 (Commercial Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Conventional Penalties Act 15 of 1962 (Contract and Delict)
- Copyright Act 98 of 1978 (Commercial Law)
- Council for Medical Schemes Levies Act 58 of 2000 (Health)
- Counterfeit Goods Act 37 of 1997 (Commercial Law)
- Criminal Procedure Act 51 of 1977 (Procedural Law)
- Customs and Excise Act 91 of 1964 (Revenue)
- Debt Collectors Act 114 of 1998 (Legal Administration)
- Designs Act 195 of 1993 (Commercial Law)
- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)

- Hazardous Substances Act 15 of 1973 (Health)
- Identification Act 68 of 1997 (Citizenship)
- Immigration Act 13 of 2002 (Citizenship)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)
- Insolvency Act 24 of 1936 (Estates)
- Justices of the Peace and Commissioners of Oaths Act 16 of 1963 (Legal Administration)
- Labour Relations Act 66 of 1995 (Labour)
- Measurement Units and Measurement Standards Act 18 of 2006 (Science)
- Medical Schemes Act 131 of 1998 (Health)
- Medicines and Related Substances Control Act, No 101 of 1965(Health)
- Merchandise Marks Act 17 of 1941 (Commercial Law))
- National Credit Act 34 of 2005 (Contract and Delict)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)
- National Environmental Management: Air Quality Act 39 of 2004 (Environment and Conservation)
- National Environmental Management: Waste Act 59 of 2008 (Environment and Conservation)
- National Health Act 61 of 2003 (Health)
- National Railway Safety Regulator Act 16 of 2002 (Transport)
- National Roads Act 54 of 1971 (Transport)
- National Road Safety Act 9 of 1972 (Transport)
- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Nursing Act No 33 of 2005 (Health)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Pharmacy Act No 56 of 1974 (Health)
- Prescription Act 68 of 1969 (Procedural Law)
- Prescribed Rate of Interest Act 55 of 1975 (Contract and Delict)
- Private Security Industry Regulation Act 56 of 2001 (Professions)
- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)



- Regulation of Interception of Communication and Provision of Communications- Related Information Act 70 of 2002 (Communication)
- Road Traffic Act 29 of 1989 (Transport)
- Skills Development Act 97 of 1998 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)
- South African Passports and Travel Documents Act (Citizenship)
- Standards Act 8 of 2008 (Science)
- The South African National Roads Agency Limited and Roads Act 7 of 1998 (Transport)
- Tobacco Products Control Act 83 of 1993 (Health)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Trade Metrology Act 77 of 1973 (Science)
- Trade Practices Act 76 of 1976 (Commercial Law)
- Transfer Duty Act 40 of 1949 (Revenue)
- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Water Services Act 108 of 1997 (Resources)