

GOLF AND UTILITY FLEET SA (PTY) LTD

PAIA MANUAL

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

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TABLE OF CONTENTS

1. List of acronyms and abbreviations
2. Purpose of PAIA manual
3. Key contact details for access to information
4. Guide on how to use PAIA and how to obtain access to the guide
5. Records held which are available without a person having to request access
6. Records held which are available in terms of other legislation
7. Description of the subjects on which the body holds records and Categories of records held on each subject
8. Processing of personal information
9. Availability of the manual
10. Updating of the manual

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 “MD” means the Managing Director of Golf And Utility Fleet SA (Pty) Ltd.
- 1.2 “Data subject” means the person to whom personal information relates.
- 1.3 “Employee” means any person who works for or provides services to or on behalf of Golf And Utility Fleet SA and receives or is entitled to receive remuneration.
- 1.4 “Guide” means the guide published by the Information Regulator in terms of section 10 of PAIA, as amended and updated by the Information Regulator from time to time.
- 1.5 “Information Officer” means the person authorised by the MD of Golf And Utility Fleet SA and to whom the duties and responsibilities required of the Information Officer in both PAIA and in POPIA have been delegated.
- 1.6 “Information Regulator” means the juristic person established under section 39 of POPIA.
- 1.7 “PAIA” means the Promotion of Access to Information Act 2 of 2000 and any Regulations published thereunder, as amended from time to time.
- 1.8 “POPIA” means the Protection of Personal Information Act 4 of 2013 and any regulations, guidelines or codes of conduct published thereunder, as amended from time to time.
- 1.9 “Requester” means any person or entity requesting access to a record that is under the control of Golf And Utility Fleet SA.
- 1.10 “T&C’s” means terms and conditions
- 1.11 “Minister” means Minister of Justice and Correctional Services.
- 1.12 “Republic” means the Republic of South Africa.

2. PURPOSE OF PAIA 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

Golf And Utility Fleet SA (Pty) Ltd is a private body as defined in PAIA and POPIA and led by its Managing Director, Mr Wynand Pretorius. Mr Pretorius has delegated to Truedy Hlatswayo, in her capacity as the Financial Manager, the duties of Information Officer as contemplated in both PAIA and POPIA. Any person seeking access to a record in the possession or under control of Golf And Utility Fleet SA in terms of Section 53 of PAIA, or a data subject requesting access to personal information in terms of Section 23 of POPIA may address the request to the Information Officer.

Information Officer:

Name: Truedy Hlatswayo

Tel: +27 11 5953600

Email: fm@ezgo.co.za

Head Office:

Postal Address: 79 Steel Road, Spartan, Kempton Park, 1619

Physical Address: 79 Steel Road, Spartan, Kempton Park, 1619

Telephone: +27 11 595 3600

Email: fm@ezgo.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of-
 - 4.3.1 the objects of PAIA and POPIA;
 - 4.3.2 the postal and street address, phone number and, if available, electronic mail address of the Information Officer;
 - 4.3.3 the manner and form of a request for access to a record of a private body contemplated in section 50;
 - 4.3.4 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.5 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-
 - 4.3.5.1 an internal appeal;
 - 4.3.5.2 a complaint to the Regulator; and

- 4.3.5.3 an application with a court against a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
 - 4.3.6 the provisions of section 51 requiring a private body to compile a manual, and how to obtain access to a manual;
 - 4.3.7 the provisions of section 52 providing for the voluntary disclosure of categories of records by a private body;
 - 4.3.8 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.3.9 the regulations made in terms of section 92.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of 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/>).
- 4.6 The current guide on how to use the Promotion of Access to Information Act 2 of 2000 is available here: https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf
- 4.7 A request for access to records may be made by natural or a juristic person requiring the records for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest.

5. RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Certain records held by Golf And Utility Fleet SA (Pty) Ltd are available without a person having to request access. These records are available on the website and a person may download it or request it by sending an email.

Category of records	Types of the record	Available on website	Available on request
Company policies	Section 18 Notice	X	X
Company policies	Privacy Policy	X	X
Company policies	Website T&C's	X	X
Company policies	Website Cookie Policy	X	X

6. RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Certain records held by Golf And Utility Fleet SA (Pty) Ltd are available in terms of legislation other than PAIA. The specific records which are available in terms of such legislation, as amended from time to time, are set out therein and these records may in certain instances only be accessed by the persons specified in the relevant legislation. The legislation is as follows:

- Administrative Adjudication of Road Traffic Offences Act 46 of 1998
- Advertising on Roads and Ribbon Development Act 21 of 1940
- Basic Conditions of Employment Act 75 of 1997
- Bills of Exchange Act 34 of 1964
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa Act 108 of 1996
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Criminal Procedure Act 51 of 1977
- Currency and Exchanges Act 9 of 1933
- Customs and Excise Act 91 of 1964
- Electronic Communications and Transactions Act 25 of 2000
- Employment Equity Act 55 of 1998
- Environment Conservation Act 73 of 1989
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Financial Markets Act 19 of 2012
- Financial Sector Regulation Act 9 of 2017
- Firearms Control Act 60 of 2000
- Income Tax Act 58 of 1962
- Insurance Act 18 of 2017
- Labour Relations Act 66 of 1995
- Long-Term Insurance Act 52 of 1998
- Medical Schemes Act 131 of 1998

- National Building Regulations and Building Standards Act 103 of 1997
- National Credit Act 34 of 2005
- National Environmental Management Act 107 of 1998
- National Environmental Management: Air Quality Act 39 of 2008
- National Road Traffic Act 93 of 1996
- National Water Act 36 of 1998
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1978
- Pension Funds Act 24 of 1956
- Prescription Act 68 of 1969
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Protected Disclosures Act 26 of 2000
- Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004
- Protection of Personal Information Act 4 of 2013
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Second-Hand Goods Act 6 of 2009
- Securities Transfer Tax Act 25 of 2007
- Short-Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South African Reserve Bank Act 90 of 1989
- Tax Administration Act 28 of 2011
- The South African National Roads Agency Limited and National Road Act 7 of 1998
- Tobacco Products Control Act 83 of 1993
- Trademarks Act 194 of 1993
- Transfer Duty Act 40 of 1949
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH GOLF AND UTILITY FLEET SA HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

The following is a list of the subjects on which Golf And Utility Fleet SA (Pty) Ltd holds records and the categories into which these records fall. The procedure in terms of which such records may be requested from Golf And Utility Fleet SA (Pty) Ltd is set out in paragraph 8 of this manual. The records listed below will not in all instances be provided to a requester who requests them in terms of PAIA. The requester must show that he or she has the right in terms of PAIA to be given access to the records in question.

Categories of records	Description of records held
Administration	<ul style="list-style-type: none"> • Share register • Share certificates • Applicable statutory documents, including but not limited to certificates of incorporation and certificates to commence business • Trademark registers and related documentation
Corporate Governance	<ul style="list-style-type: none"> • Codes of Conduct • Corporate social and investment records • Legal compliance records • Policies • Memorandum of Incorporation (MOI) • Statutory returns to relevant authorities
Finance	<ul style="list-style-type: none"> • Accounting records • Tax records • VAT records • PAYE records • Debtors' records • Creditors' records • Insurance records • Auditors' reports • Interim and annual financial statements • Bank statements and other banking records for business and trust accounts • Invoices issued in respect of debtors and billing information • Records regarding financial commitments • Statistic SA returns
Human Resources	<ul style="list-style-type: none"> • List of employees • Statistics regarding employees • Employment contracts • Conditions of employment • Information relating to prospective employees • Personnel records including personal details, disciplinary records, performance, and internal evaluation records • Employee tax information

- Records of Unemployment Insurance Fund contributions
- Records regarding group life assurance and disability income protection
- Provident fund records
- Payroll records
- Workplace skills plans
- Codes of conduct and other policies
- Disciplinary code and procedure
- Grievance procedure
- Appeal procedure
- Internal policies and procedures regarding dismissals, performance appraisal, recruitment, selection, advertising of positions, appointments, retirement, promotions, leave, extended sick leave, study leave, salaries, overtime, bonuses, medical aid, health and safety, adoption leave and benefits, BEE procurement, loans, working parents, black economic empowerment, smoking, use of company resources including telephones, motor vehicles and computers, sexual harassment, HIV-Aids and Pro Bono policy
- Training schedules and material
- Training records and statistics
- Training Agreements
- Learnership Programs
- Correspondence relating to personnel

Operations

- Supplier lists and details of suppliers
- Agreements with suppliers
- Access control records
- Health and safety records
- Insurance documentation
- Travel documentation
- Vehicle registration documents
- Transaction files including the following: offer to purchase, offer to purchase T&C, vehicle delivery note, relevant transaction-related ID copies and CIPC/ company documents and VAT registration certificate (where a company/ legal party is purchasing the vehicle (or trading in a vehicle), used vehicle purchase invoice

Information Technology	<ul style="list-style-type: none"> • Computer software • Support and maintenance agreements • Records regarding computer systems and programs • All information related to the computer software and hardware
Property	<ul style="list-style-type: none"> • Asset registers • Lease agreements in respect of immovable property • Records regarding insurance in respect of movable property • Records regarding insurance in respect of immovable property
Miscellaneous	<ul style="list-style-type: none"> • Internal correspondence • Firm publications • Policies required in terms of applicable licensing requirements

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Golf And Utility Fleet SA (Pty) Ltd processes personal information for various lawful purposes permitted by section 11(1) of POPIA, authorised in Part B of Chapter 3 of POPIA governing the processing of Special Information and in Part C of Chapter 3 of POPIA governing the processing of Children's information. This includes, but is not limited to the following:

- to fulfil Golf And Utility Fleet SA's responsibilities to customers, employees, suppliers and other natural or juristic persons across our business.
- to comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions, and rules), voluntary and involuntary codes of conduct and industry agreements or to fulfil reporting requirements and information requests.
- to maintain employee, customer, and supplier records.
- to respond to customer /supplier enquiries and complaints.
- to inform customers of new products and/or services.
- for recruitment, employment and/or apprenticeship purposes.
- for general administration, financial and tax purposes.
- for legal or contractual purposes.
- for health and safety purposes.

- to secure and manage access to Golf And Utility Fleet SA 's premises and facilities.
- to transact with Golf And Utility Fleet SA suppliers and business partners.
- to help Golf And Utility Fleet SA improve the quality of its products and/or services.
- to detect, prevent and report theft, fraud, money laundering and other crimes. This may include the processing of special personal information, e.g., alleged criminal behaviour, or the supply of false, misleading, or dishonest information.
- to enforce and collect on any agreement when Golf And Utility Fleet SA need to recover debts; and
- to identify products and services which might be of interest to data subjects and to inform them about Golf And Utility Fleet SA's products and services.

8.2 Description of the categories of data subjects and of the information or categories of information relating to those data subjects

Categories of data subjects	Personal information processed
Customers, potential customers, and previous customers	<ul style="list-style-type: none"> • Personal information and special personal information including - name, identity number or passport number, date of birth, citizenship, residence status, telephone number(s), email address(es), income tax numbers, physical and postal addresses, financial information, and banking information • Customer vehicle information • Customer contracts and warranties • Customer contact information
Employees (previous and existing)	<ul style="list-style-type: none"> • Personal information and special personal information including name, identity number or passport number, date of birth, citizenship, residence status, telephone number(s), email address(es), income tax numbers, physical and postal addresses, financial information, banking information, medical information, and beneficiary information • Pension or provident fund information • Payroll records • Physical access records • Time and attendance records

	<ul style="list-style-type: none"> • Video records • Performance records and disciplinary procedures • Employment contracts • Disability information • Electronic access records, if applicable • Training records • Employment history, background checks and criminal checks
Suppliers / service providers	<ul style="list-style-type: none"> • Supplier/service provider personal information including supplier contracts and bank details • Personal information of supplier/service provider representatives including name, identity number, contact details
Job applicants	<ul style="list-style-type: none"> • Curriculum vitae and application forms • Background and criminal record checks • Employee education and psychometrics records
Visitors	<ul style="list-style-type: none"> • Physical access records, if applicable • Electronic access records and scans, if applicable • Video records, if applicable

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

Golf And Utility Fleet SA (Pty) Ltd may share the personal information of data subjects for any of the purposes outlined above with the following:

- Golf And Utility Fleet SA (Pty) Ltd authorised dealerships, and financial services providers.
- any operators who perform services on behalf of Golf And Utility Fleet SA (Pty) Ltd.
- any applicable medical aid funds, pension funds, provident funds, credit bureau, and/or recruitment companies.
- the Financial Sector Conduct Authority and the regulators appointed for the various financial sectors; and other industry regulators to comply with any regulation passed under the relevant legislation, or any legal process.

If Golf And Utility Fleet SA is the responsible party for personal information that is to be shared, before the personal information is shared by Golf And Utility Fleet SA, Golf And Utility Fleet SA will conclude a written contract with the operator requiring that the operator establishes and maintains appropriate technological and organisational measures to protect against unauthorised access or processing of the personal and against loss of, damage to and the unauthorised destruction of personal information.

8.4 Planned transborder flows of personal information

Golf And Utility Fleet SA will only transfer personal information across South African borders to foreign countries, if necessary to comply with legislation, the transfer is necessary for the conclusion or performance of a contract of which data subjects may be parties, protects the legitimate interest of the data subject, or is necessary for Golf And Utility Fleet SA to pursue its legitimate interests, or that of a third party to which the data is supplied.

Before transferring personal information across a South African border to a foreign country Golf And Utility Fleet SA will take steps to ensure that recipients of transborder personal information are bound by laws or agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of POPIA.

If Golf And Utility Fleet SA rely on the legitimate interest of a data subject, prior to transferring personal information cross border, it will conduct a legitimate interest assessment.

8.5 Security Measures to ensure the confidentiality, integrity and availability of the information

Golf And Utility Fleet SA complies with POPIA in protecting the integrity and confidentiality of personal information. In doing so it has due regard to generally accepted information security practices and procedures.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 on <https://ezgo.co.za>;
 - 9.1.2 from the Golf And Utility Fleet SA head office for public inspection during normal business hours;
 - 9.1.3 to any person upon request and upon the payment of a reasonable fee; and
 - 9.1.4 to the Information Regulator upon request.
- 9.2 A fee for a copy of the Manual, as contemplated in paragraph 15 of the Regulations, shall be payable by the requester.

10. UPDATING OF THE MANUAL

The head of Golf And Utility Fleet SA (Pty) Ltd will on a regular basis update this manual.

Issued by

Information Officer