AFRIRENT HOLDINGS (PTY) LTD PAIA MANUAL

AUTHORISATION

Authorised by	
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Information Officer and CEO	
Date:	**22 SEPTEMBER 2025**

INTRODUCTION

The Constitution of the Republic of South Africa, 1996, enshrines the right of access to information held by both public and private bodies. This right is made enforceable through the **Promotion of Access to Information Act, 2 of 2000 ("PAIA")**, which came into effect on 9 March 2001. The purpose of PAIA is to foster a culture of transparency, accountability, and good governance by giving effect to the constitutional right of access to information that is required for the exercise or protection of any rights.

This PAIA Manual has been compiled in accordance with **Section 51 of PAIA** and serves as a reference guide for requesters wishing to access records held by Afrirent Holdings and its associated business units. It outlines the categories of records available, the process to be followed when requesting access, and the applicable rights and limitations under the Act.

Afrirent Holdings operates across Three main lines of business:

- **Afrirent Mobility**
- **Afrirent Enviro**
- **Indalo Hotels & Leisure**

Each line of business includes various entities that may independently process similar categories of personal information. Accordingly, this Manual addresses the processing of personal information at the line-of-business level and aims to ensure compliance across the broader group structure.

A detailed overview of the business structure is as follows:

Afrirent Mobility

- Afrirent Fleet Management
- Afrirent Auto
- Afrirent Logistics

- Sobantu Rent-to-Own
- Afritracker
- Afrirent Waste
- Afrirent Fuel

Afrirent Enviro

- Afrirent Energy

Indalo Hotels & Leisure

- 5-Star Luxury Hotel, Conference Centre, and Resort

Each of the aforementioned business lines, including their operational units, processes personal information as part of their service delivery. It is therefore essential to implement a PAIA Manual that comprehensively addresses the specific records and types of information processed within each division.

This Manual serves as a central point of reference to guide requesters through the procedures for accessing information and to promote lawful and effective information handling practices across Afrirent Holdings and its subsidiaries.

THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY)

At this stage, no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"Minister"**	Minister of Justice and Correctional Services;
1.2	**"PAIA"**	Promotion of Access to Information Act No. 2 of 2000 (as amended)
1.3	**"POPIA"**	Protection of Personal Information Act No.4 of 2013;
1.4	**"Regulator"**	Information Regulator; and
1.5	**"Republic"**	Republic of South Africa
1.6	**"Afrirent / Afrirent Holdings"**	Afrirent Holdings (Pty) Ltd and its associated subsidiaries/business units

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to :

2.1 Check the categories of records held by each line of business within Afrirent Holdings that 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 within Afrirent Holdings lines of businesses by providing a description of the subjects on which the Afrirent Holdings lines of businesses holds records and the categories of records held on each subject.

2.3 Know the description of the records of Afrirent Holdings lines of business which

are available in accordance with any other legislation.

2.4 Access all the relevant contact details of the Director and Deputy Director 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 Afrirent Holdings lines of business 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 Afrirent Holdings 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 THE AFRIRENT HOLDINGS LINES OF BUSINESS AS DETAILED ABOVE.

3.1. Information Officer

Name: Tsabedze Thenjiwe Michelle

Tel: 012 880 0108

Email: compliance@afrirent.co.za / thenjiwe@afrirent.co.za

3.1.1 Deputy Information Officer

Name: Senzo Tsabedze

Tel: 071 514 6960

Email: compliance@afrirent.co.za / senzo@afrirent.co.za

3.2 Access to information general contact should be by email on:

compliance@afrirent.co.za

3.1.2 Afrirent National Head Office

Postal Address: 11 Magner Street, Knoppieslaagte 385-JR, Centurion, Gauteng, 0157
Physical Address: 11 Magner Street, Knoppieslaagte 385-JR, Centurion, Gauteng, 0157

Telephone: 012 880 0108

Email: compliance@afrirent.co.za

3.3 Information Regulator

Tel: 010 023 5200

Email: enquiries@inforegulator.org.za

Physical Address: Woodmead North Office Park,54 Maxwell Dr, Woodmead, Johannesburg, 2191

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 some of the official languages, namely English, Sepedi and Isizulu.

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 Director of every public body, and

4.3.2.2. Every Deputy Director of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

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 11[3]; and

4.3.3.2. Access to a record of a private body contemplated in section 50[4];

4.3.4. Assistance is available from the Information Officer 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 are 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-

4.3.6.1. 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 Director 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 14[5] and 51[6] 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 15[7] and 52[8] 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 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10. The regulations made in terms of section 92[11].

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 Director;

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

5. CATEGORIES OF RECORDS OF AFRIRENT HOLDINGS LINES OF BUSINESS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Below are the categories of records held by the Afrirent Holdings lines of business, which are available without a person having to request access by completing Form C, the types of records and how the records can be accessed.

Category of records	**Types of the Records**	Available on the Website	Available upon request
Company registration details	(e.g., company name, registration number, and directors as filed with the Companies and Intellectual Property Commission – CIPC)		x
Memorandum of Incorporation (MOI)	as filed with CIPC		x
Press releases and media statements			x
Marketing materials and brochures			x
Company profile and business overview			x
Information available on the company's official website			x
Corporate social responsibility (CSR) or environmental, social, and governance (ESG) reports			x
Public job advertisements or career opportunities			x

- **RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Below is a list of records that are created and maintained in compliance with various applicable South African legislative requirements.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Statement	Protection of Personal Information Act
Data Privacy Policy or POPIA Policy	Electronic Communications and Transactions Act 25 of 2002
PAIA Manual	Use of Official Languages Act No 12 of 2012
BBBE Certificates	Broad Based Black Economic Empowerment Act 53 of 2003 & Regulations
Human Resource or Employment Records	Basic Conditions of Employment Act 75 of 1997
Human Resource or Employment Records	Compensation for Occupational Injuries & Diseases Act 130 of 1993
Discrimination policy	Constitution of the Republic of South Africa Act 108 of 1996(Bill of Rights)
Human Resource or Employment Records	Employment Equity Act 55 of 1998 as amended by Act 47 of 2013
Human Resource or Employment Records	Employment Services Act No. 4 of 2014
Human Resource or Employment Records	Income Tax Act 58 of 1962 as amended
Human Resource or Employment Records	Labour Relations Act 66 0f 1995
Human Resource or Employment Records	Occupational Health & Safety Act 85 of 1993
Human Resource or Employment Records	Pension Funds Act 24 of 1956
Procurement Policy	Preferential Procurement Policy Framework Act 5 of 2000 & Regulations (Including the Preferential Procurement Regulations of 2017)

Human Resource or Employment Records	Promotion of Equality & Prevention of Unfair Discrimination Act 4of 2000
Human Resource or Employment Records	Public Holidays Act 36 of 1994
	Skills Development Act 97 of 1998 as amended by Act 37 of 2008
Human Resource or Employment Records	Tax Administration Act 28 of 2011 as amended
Human Resource or Employment Records	Unemployment Insurance Act 63 of 2001 Unemployment Insurance Contributions Act 4 of 2002 as amended
Customer related Information	Value Added Tax Act 89 of 1991 as amended - Binding General Ruling No 40 and 41
Customer related Information	Legal Deposits Act 54 of 1997
RMCP & Personal Identifiable Information	Financial Intelligence Act as amended
RMCP & Personal Identifiable Information	Prevention & Combating of Corrupt Activities Act 12 of 2004
Governance Framework	King Code IV on Corporate Governance
Customer related Information	Administrative Adjudication of Road Traffic Offences Act, No. 46 of 1998
Customer related Information	Economic Regulation of Transport Act, No. 6 of 2024
Customer related Information	Petroleum Products Act, No. 120 of 1977
Customer related Information	Prescribed Rate of Interest Act, No. 55 of 1975

- **DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY AFRIRENT HOLDINGS**

Description of the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	- HR policies and procedures - Advertised posts - Employees records - Identity Copies - Qualifications - Contact details - Banking details - Curriculum Vitae - ITC Checks
Customer or Clients Documents	- Full names - Driver's License - ID Number - Physical Address - CIPC Documents - Banking details - Contact details - VAT registration - SARS information - Credit checks - BBBEE Certificates or Affidavits - COIDA
Finance	- Annual Financial Statements - Invoices - Tax Returns - SARS Information - VAT Records - Audit Reports

	- Payment Schedules - Payslips
Company Secretarial	- Memorandum of Incorporation (MOI) - Share Registers - Directors' Registers - Board Resolutions - Minutes of Board Meetings
Legal	- Permits and Licenses - B-BBEE Compliance Certificates - Legal Contracts - Occupational Health and Safety Reports - Legal Correspondence
Procurement	- Supplier Contracts - Procurement Policies - Tender Documents - Purchase Orders - Invoices and Delivery Notes - SARS
IT and Data Management	- Information Security Policies - System Access Logs - Biometrics - Data Backup Records - POPIA Compliance Documentation

- **PROCESSING OF PERSONAL INFORMATION**

5.1 Purpose of Processing Personal Information

At Afrirent Holdings lines of businesses, personal information is processed to ensure that we are not dealing with a fictitious client. Personal information or data also assist us to determine the product suitable to the client by conducting a Financial Needs analysis or Product Need analysis. Once we have gathered such information, we are able to deal with each client's specific needs.

5.2 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 / Clients	name, address, registration numbers or identity numbers, employment status and banking details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender, Previous employment history and race.

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

Specified persons or category of persons to whom the body may disseminate personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Any personal information	Required in terms of the Law

5.4 Planned transborder flows of personal information

Afrirent Holdings Lines of business are mostly involved in business activities within the Republic of South Africa and not actively doing business in foreign countries. However, there is an intention to do business in foreign countries.

5.5 General description of Information Security Measures to be implemented by the party responsible for ensuring the confidentiality, integrity, and availability of the information

Afrirent Holdings uses ISO Standard firewall protected systems to archive personal information, this includes data encryption, anti-virus and anti-malware solutions.

Each line of business has an internal sharepoint that is only accessible by relevant staff members within that department.

For example, Afrirent HR department has a sharepoint that is only accessible by them.

Each line of business takes precautionary measures before granting inter-

departmental access to personnel. An employee from a different department within Afrirent Holdings should request access to personal information in a different department by stating the reason or purpose for such a request.

6. AVAILABILITY OF THE MANUAL

9.1 A copy of this Manual is available-

9.1.1 At Head Office of Afrirent Holdings for public inspection during normal business hours.

9.1.2 To any person upon request and upon the payment of a reasonable prescribed fee.

9.1.3 To the Information Regulator upon request.

9.1.4 On Afrirent Holdings website.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

7. UPDATING OF THE MANUAL

The Information officer of Afrirent Holdings together with relevant personnel will on a regular basis oversee the updating this manual.

Issued by

Tsabedze Thenjiwe Michelle
(Information Officer & CEO)
Afrirent Holdings (Pty) Ltd

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 *(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				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

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

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
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 *(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	

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

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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