



PROMOTION OF ACCESS TO INFORMATION MANUAL

for

M-Sure Financial Services (Pty) Ltd

Prepared in accordance with section 51 of the
Promotion of Access to Information Act 2 of 2000
("PAIA")
and incorporating compliance with
Protection of Personal Information Act
("POPIA")

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Directors: M Adaggi (MD), MG Lazera, Y Lai, S Singh

M-Sure is an Authorised Financial Services Provider. FSP Licence 21799 | Reg. No. 2002/022941/07
Building 2, Block A, The Bridge Office Park, 5 Boeing Road East, Elma Park, Edenvale 1609



This manual applies to M-Sure
(Collectively referred to in this manual as "M-SURE")

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SECTION A: Acronyms, Definitions, & Interpretations

A1: Acronyms

B-BBEE	Broad-Based Black Economic Empowerment
PI	Personal Information
SENS	Stock Exchange News Service
SHRC	South African Human Rights Commission
PAIA	<i>Promotion of Access to Information Act</i> 2 of 2000 and any Regulations published thereunder, as amended from time to time
POPIA	Protection of Personal Information Act 4 of 2013 and any regulations, guidelines or codes of conduct published thereunder, as amended from time to time
UIF	Unemployment Insurance Fund
FSCA	Financial Sector Conduct Authority
FSP	Financial Services Provider

A2: Definitions & Interpretations

Data Subject	The person to whom the personal information relates
Employee	Any person who works for or provides services to or on behalf of M-SURE, and receives or is entitled to receive remuneration
Guide	The guide published by the SAHRC in terms of section 10 of PAIA, as amended and updated by the Information Regulator from time to time (" <i>Guide on How to Use the Promotion of Access to Information Act 2 of 2000</i> ")
Information Officer	The person authorised by the Head of M-SURE and to whom the duties and responsibilities required of the Information Officer in both PAIA and in POPIA have been delegated.
Information Regulator	The juristic person established under section 39 of POPIA
M-SURE	M-SURE (Pty) Ltd, including all wholly or partially owned South African subsidiaries and divisions (FSP licence 21799)
Operator	A person who processes personal information for a responsible party in terms of a contract or mandate, but does not come under the direct authority or control of the responsible party.
Personal Information	Has the same meaning as set out in Section 1 of POPIA
Requestor	Any person or entity requesting access to a record that is under the control of M-SURE
Special Personal Information	Has the same meaning as set out in Section 1 of POPIA
The Head of M-SURE	The Managing Director of M-SURE
The Manual	This manual which is published in accordance with section 51 of PAIA and "this manual" shall have the same meaning
The Minister	The Cabinet Member responsible for the administration of justice, presently the Minister of Justice and Constitutional Development.



B1: Overview

This manual has been compiled in accordance with the requirements of PAIA and contains the information specified in section 51(1) of PAIA, which is applicable to private bodies. It draws on the guidelines provided by M-SURE on the minimum required details as expected by the Regulator with regards to compliance to PAIA.

The information contained within, which may not necessarily be in this order, includes:

- (a) The contact details of the head of the private body
- (b) A reference to the “*Guide on how to use the Promotion of Access to Information Act 2 of 2000*” that the Information Regulator must compile in compliance with Section 10 of PAIA
- (c) The latest notice published by the Minister under section 52(2) of PAIA
- (d) A description of the records of the private body which are available in terms of any legislation other than PAIA
- (e) A description of the subjects on which the private body holds records and the categories of records held on each subject in sufficient detail to facilitate a request for access to a record
- (f) In compliance with POPIA:
 - (i) The purpose of the processing,
 - (ii) A description of the categories of data subjects and of the information or categories of information relating to those data subjects,
 - (iii) The recipients or categories of recipients to whom the personal information may be supplied,
 - (iv) Planned trans-border flows of personal information, and
 - (v) A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the private body (as the responsible party) to ensure the confidentiality, integrity and availability of the information which is to be processed;

B2: Review

The manual will be reviewed and, if necessary, updated on a regular basis in accordance with the requirements of section 51(2) of PAIA.

B3: Access

This manual can be accessed in any of the following manners:

- (a) On our websites: www.M-Sure.co.za
- (b) At our head office for public inspection during normal business hours, or
- (c) By requesting a copy by email from the duly appointed Information Officer as provided for in Section D2 below.



SECTION C: Foreword

C: M-Sure

M-SURE develops and distributes various vehicle related financial products and services through importers and distributors, dealers, vehicle finance houses, call centres, and digital channels. It manages and administers, warranty plans; and develops & sells value added products & services.

SECTION D: Administration

D1: The Head of M-SURE

M-SURE is a private body as defined in PAIA and POPIA and is headed by its Managing Director.

- **Name:** Marco Adaggi
- **Designation:** Managing Director
- **Email address:** compliance@motus.co.za
- **Telephone:** (011) 253 0000

D2: The Information Officer

Mr Marco Adaggi has appointed Mr. Rodger Bryant as the Information Officer for M-SURE.

- **Name:** Rodger Bryant
- **Designation:** Chief Data Officer
- **Email address:** compliance@motus.co.za
- **Telephone:** (011) 663 7000

Any person seeking access to a record in the possession or under control of M-SURE 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 appointed Information Officer.

D3: Head Office Contact Details

(a) Physical Address

M-SURE (Pty) Ltd
05 Boeing Road East
Elma Park
Edenvale
1610

(b) Postal Address

PO Box 851
Edenvale,
1610

(c) Other contact platforms

- **Telephone:** (011) 253 0000
- **Facsimile:** None
- **Email address:** compliance@motus.co.za
- **Website:** n/a

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D4: The Information Regulator

The Information Regulator is required to compile a guide in each official language of South Africa on how to exercise and right under PAIA.

This guide will be available from the Information Regulator. The contact details of the Information Regulator are:

- **Physical Address:** JD House | 27 Stiemens Street | Braamfontein | Johannesburg | 2001
- **Postal Address:** P.O. box 31533 | Braamfontein | Johannesburg | 2017
- **Telephone Number:** (010) 023-5200
- **Email address:** helpdesk@infoeregulator.org.za
- **Website:** www.infoeregulator.org.za

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.

Requests in terms of PAIA shall be made:

- in the prescribed form (see Annexure A),
- follow the prescribed procedures and
- against payment of prescribed fees as described in paragraphs 7 and 10 of this manual (whichever is applicable)

SECTION E: Records Held & Available

E1: Records available in terms of any other Legislation

Certain records held by M-SURE are available in terms of legislation other than PAIA. The specific records which are available in terms of such legislation are set out herein and may, in certain instances, only be accessed by the persons specified in the relevant legislation.

<ul style="list-style-type: none">▪ Administrative Adjudication of Road Traffic Offences Act 46 of 1998	<ul style="list-style-type: none">▪ Basic Conditions of Employment Act 75 of 1997▪ Bills of Exchange Act 34 of 1964▪ Broad-Based Black Economic Empowerment Act 53 of 2003
<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ Electronic Communications and Transactions Act 25 of 2000▪ Employment Equity Act 55 of 1998▪ Environment Conservation Act 73 of 1989
<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ Income Tax Act 58 of 1962▪ Insurance Act 18 of 2017
<ul style="list-style-type: none">▪ Labour Relations Act 66 of 1995▪ Long-Term Insurance Act 52 of 1998	<ul style="list-style-type: none">▪ Medical Schemes Act 131 of 1998
<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ Occupational Health and Safety Act 85 of 1993



<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 1983 Trade Marks Act 194 of 1993
<ul style="list-style-type: none"> Unemployment Insurance Act 63 of 2001 Unemployment Insurance Contributions Act 4 of 2002 	<ul style="list-style-type: none"> Value Added Tax Act 89 of 1991

E2: Categories & Description of Records Held

The following is a list of the subjects on which M-SURE holds records and the categories into which these records fall. The procedure in terms of which such records may be requested from M-SURE is set out in **Section H** 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 has to show that he or she **has the right**, in terms of PAIA, to be given access to the records in question.

Category	Description
Administration	<ul style="list-style-type: none"> Applicable statutory documents Statutory returns to relevant authorities
Corporate Governance	<ul style="list-style-type: none"> Codes of Conduct Corporate Social and Investment records Minutes of meetings (<i>Executive Committee & Other Committees</i>) Legal compliance records Policies
Finance	<ul style="list-style-type: none"> Accounting records (<i>Debtors, Creditors, Insurance, Travel</i>) Asset registers Auditors' reports Bank statements (<i>And related records & documents</i>) Insurance records & documentation Financial statements (<i>Interim & Annual</i>) SA Returns (<i>Tax & Statistic SA</i>) Tax records (<i>Company, PAYE & VAT</i>)
Human Resources	<ul style="list-style-type: none"> Conditions of employment (<i>Leave, salaries, overtime, bonuses, medical aid & other benefits</i>) Employee information (<i>Tax, CV's & related information, Loans, Correspondence, Statistics</i>) Employee records (<i>Staff listings, Personal details, Disciplinary records, Evaluation records</i>) Fund information (<i>Group life assurance, Disability income protection, UIF, Provident funds</i>) Policies & Codes (<i>Disciplinary, Conduct, Performance, Use of company resources, B-BBEE, Insurance Sector Education Training Authority</i>) Procedures (<i>Appeals, Grievance, Disciplinary, Industrial Relations</i>)

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	<ul style="list-style-type: none">▪ Recruitment & Retention (<i>Advertising of roles, Appointments, Contracts, Promotions</i>)▪ Remuneration (<i>Records, Payslips</i>)▪ Training (<i>Learnership programs, Agreements, Records, Statistics, Schedules & Material</i>)▪ Workplace plans (<i>Skills plans, Succession planning</i>)
Information Technology	<ul style="list-style-type: none">▪ Computer Software▪ Support & Maintenance agreements▪ Records regarding systems & programs (<i>Access, Breach, Down-time, Recoveries, Tests</i>)
Marketing & Advertising	<ul style="list-style-type: none">▪ Firm publications▪ Logos and other Artwork
Operations	<ul style="list-style-type: none">▪ Supplier information (<i>Lists, Details, Agreements</i>)▪ Access control records (<i>Authorisations, History</i>)▪ Fleet management (<i>Vehicle & Fuel card assignments</i>)▪ Property lease agreements
Risk Office	<ul style="list-style-type: none">▪ Occupational Health & Safety audit records▪ Trademark certificates

E3: Categories of Records available without Formal Request

No notices relating to M-SURE Pty Ltd have been published by the Minister in terms of section 52(2) of PAIA.

Certain records are available without the formal request procedures set out in PAIA and detailed in Section E2 of this manual. This information may be inspected, collected, purchased or copied (at the prescribed fee for reproduction) at the M-SURE Head Office.

These records include:

Category	Description
M-SURE Business Review	<ul style="list-style-type: none">▪ A detailed description of the business of M-SURE▪ Executive management team
Health & Sustainability Approach	<ul style="list-style-type: none">▪ Sustainable development best practice▪ Environmental Stewardship▪ Defensible health and safety practices
Customer Care	<ul style="list-style-type: none">▪ Differentiated customer experience information▪ Employer of choice information▪ High quality products and services information▪ Driving IT Optimisation information
Government Stance	<ul style="list-style-type: none">▪ Ensuring regulatory compliance▪ Accelerating transformation in South Africa
Marketing	<ul style="list-style-type: none">▪ News and other Marketing Information▪ Product and Promotional Information

E4: Off-site storage of Documents

Certain records have been stored by the organisation in off-site facilities. These facilities have controlled access points to which specific individuals within the organisation are privy to. Certain records are available without the formal request procedures set out in PAIA and detailed in Section F of this manual. Some information can also be accessed on the M-SURE website.

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SECTION F: Regulatory Bodies

Associations

The operations of M-SURE are overseen and regulated by the following Associations

- | | |
|-----------------|--|
| (i) FSCA | - Financial Sector Conduct Authority |
| (ii) FAIS Ombud | - The Office of the Ombud for Financial Services Providers |
| (iii) NFOSA | - National Financial Ombud Scheme South Africa |
| (iv) MIOSA | - Motor Industry Ombudsman of South Africa |
| (v) PA | - Prudential Authority |
| (vi) FIC | - Financial Intelligence Centre |

SECTION G: The Processing of PI under POPIA

G1: The Purpose of Processing

M-SURE processes personal information for various lawful purposes:

- permitted by Section 11(1) of POPIA, and
- authorised in
 - Part B of Chapter 3 of POPIA governing the processing of Special Information, and
 - Part C of Chapter 3 of POPIA governing the processing of Children's information.

(a) Employees, Customers and Suppliers

M-SURE processes personal information in order to fulfil its responsibilities to customers, employees, suppliers and other natural or juristic persons across its various businesses.

The personal information is processed in order to:

- (i) Maintain their records
- (ii) Respond to their enquiries and complaints
- (iii) Inform them of new products, services or offerings

(b) Ordinary course of Business

This information is processed for various purposes during the ordinary course of business, some which are:

- (i) To transact with customers, suppliers and business partners;
- (ii) 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
- (iii) Including those for:
 - Recruitment, employment and/or internship purposes
 - General administration, financial and tax purposes
 - Legal, compliance or contractual purposes
 - Health and safety purposes

(c) Ease and efficiency of Operations

The manner in which efficiencies are built into the organisation's processes require that M-SURE processes personal information in order to

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- (i) Assist in the improvement of the quality of its products and/or services
- (ii) Secure and manage access to M-SURE's premises and facilities
- (iii) Identify offerings which might be of interest to data subjects and to inform them about M-SURE's offerings

(d) Financial Management

The processing of financial information assists M-SURE to:

- (i) 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
- (ii) Enforce and collect on any agreement when M-SURE needs to recover debts

G2: Categories of Data Subjects and Related PI

Categories of Data Subjects	Personal information (and special information) processed
Customers, Potential Customers and Previous Customers	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 medical information banking information.
	Customer vehicle information
	Customer contact information
Employees (previous and existing)	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 beneficiary information
	Pension and Provident Fund information
	Payroll records
	Access records: Physical & Electronic
	Time and Attendance records
	Video records
	Performance records
	Disciplinary procedures
	Employment contracts
	Disability information
	Training records
	Employment history, background checks and criminal checks
	Personal information of supplier/service provider representatives including: name identity number physical and postal addresses telephone number(s) email address(es) bank details

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Suppliers & Service Providers	name identity number contact details bank details physical and postal addresses telephone number(s) email address(es) VAT numbers company registration numbers
Job applicants	name identity number physical and postal addresses telephone number(s) email address(es)
	Curriculum vitae and application forms
	Background and Criminal Record checks
	Employee education and Psychometrics records
Visitors	Access records: Physical & Electronic
	Video records

G3: Recipients to whom PI may be supplied

M-SURE may share the personal information of data subjects for any of the purposes outlined above with the following:

- (a) Motus, its South African subsidiaries and their divisions, and any subsidiaries based in jurisdictions outside of South Africa;
- (b) Motus-authorized dealerships, rental companies, and vehicle importers;
- (c) Any operators who perform services on behalf of M-SURE or responsible parties for whom M-SURE acts as an operator;
- (d) Other industry regulators in order to comply with any regulation passed under the relevant legislation, or any legal process
- (e) The Financial Sector Conduct Authority and the regulators appointed for the various financial sectors
- (f) Any applicable:
 - (i) medical aid funds,
 - (ii) pension funds,
 - (iii) provident funds,
 - (iv) credit bureau, and/or
 - (v) recruitment companies

G4: Sharing Personal Information

In the event that M-SURE is the responsible party for personal information that is to be shared, before that personal information is shared, the following process will be followed:

- (a) M-SURE will conclude a written contract with the operator
- (b) M-SURE will require that the operator
 - (i) establish and maintain appropriate technological and organisational measures
 - (ii) to protect against
 - o unauthorised access, or
 - o unauthorised processing of the personal information, and
 - o against loss of,
 - o damage to, and
 - o the unauthorised destruction of personal information.

G5: Planned trans-border flows of Personal Information

M-SURE will only transfer personal information across South African borders to foreign countries, if

- (a) it is necessary to comply with legislation,
- (b) the transfer is necessary for the conclusion or performance of a contract of which data subjects may be parties,
- (c) it protects the legitimate interest of the data subject, or

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- (d) is necessary for M-SURE 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 M-SURE will take steps to ensure that recipients of trans-border 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 M-SURE relies on the legitimate interest of a data subject, prior to transferring personal information cross border, it will conduct a legitimate interest assessment.

G6: Security Safeguards

M-SURE 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.

SECTION H: Data Subjects' access to Personal Information

H1: Request procedure in terms of PAIA

Any individual or interested party (hereafter called the Requestor) may, in terms of Section 50 of PAIA, request access to records held by M-SURE. To request access to a record held by M-SURE:

- (a) A Requestor must complete the form annexed to this manual marked "A".
- (b) The Requestor must provide sufficient detail on the prescribed form to allow M-SURE to identify
 - (i) The record(s) that have been requested and
 - (ii) The identity of the requester.
- (c) If a request is made on behalf of another person or entity, the Requestor must submit details and proof of the capacity in which the request is being made, which must be reasonably satisfactory to M-SURE.
- (d) The Requestor is also required to:
 - (i) indicate the form of access to the relevant records that is required,
 - (ii) provide applicable contact details in the Republic of South Africa.
 - (iii) identify the right that is being sought to be exercised by accessing the records held by M-SURE, and
 - (iv) explain why the particular record or records requested is or are required for the exercise or protection of that right.

H2: Completion of Access Request Form

In order to allow for a timely response by M-SURE to requests for access to information, the following guidelines should be followed:

- (a) The access request form must be completed IN FULL and in BLOCK letters
- (b) Proof of identity will be required to authenticate the identity of the Requester
(A certified copy of the Requester's ID must be supplied)
- (c) Provide explanation of which requested record is required for the exercise or protection of that right
- (d) Should a question not apply or should there be nothing to disclose, "N/A" must be stated in response to that question.
- (e) Should there be insufficient space of a printed form, additional information may be provided on a separate page to be attached to the form.



H3: Right of Refusal

M-SURE may, and must, in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA which include that:

- (a) Access that would result in the unreasonable disclosure of personal information about a third party,
- (b) It is necessary to protect
 - (i) the commercial information of a third party or of M-SURE itself,
 - (ii) the confidential information of a third party,
 - (iii) the safety of individuals or property
- (c) A record constitutes privileged information for the purpose of legal proceedings, and
- (d) It is necessary to protect the research information of a third party or Motus itself.
- (f) Access to documents may also be refused based on professional privilege.

H4: M-SURE Response

- (a) M-SURE is required to inform the Requester in writing of its decision in relation to a request. Should the Requester wish to be informed of its decision in another manner as well, this must be set out in the request and the relevant details included.
- (b) M-SURE will make a decision in relation to a request for records within 30 days of receiving it, unless third parties are required to be notified of the request or the 30-day period is extended as provided for in PAIA. M-SURE will notify the requester if the 30-day period for processing a request is to be extended.
- (c) Where a request is refused on any of the grounds set out in Chapter 4 of Part 3 of PAIA, the Requester may submit a complaint in writing to the Information Regulator within 180 days of being informed of the refusal of the request, in the prescribed manner and form for appropriate relief.
- (d) A Requestor may only lodge an application to the Court after exhausting the Information Regulators complaints procedure. The requester may apply to the Court within 180 days of the decision of the Information Regulator in the prescribed manner and form for the appropriate relief. The Court will determine whether the records should be made available or not.



SECTION I: Fees Payable

The fees payable by Requesters to enable the access to information is described in the table below:-

Item	Description	Amount
1.	Request fee payable by every requester	R140,00
2.	Photocopy of A4-size page	R2,00 per page or part thereof
3.	Printed copy of A4-size page	R2,00 per page or part thereof
4.	Copy in a computer-readable form on: <ul style="list-style-type: none">• flash drive (to be provided by requester)• compact disc<ul style="list-style-type: none">○ if provided by requester○ If provided to the requester	R40,00 R40,00 R60,00
5.	Transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24,00
8.	Copy of an audio record on: <ul style="list-style-type: none">• flash drive (to be provided by requester)• compact disc<ul style="list-style-type: none">○ if provided by requester○ If provided to the requester	R40,00 R40,00 R60,00
9.	To search and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145,00
	To not exceed a total cost of	R435,00
10.	Deposit – if the search exceeds 6 hours	One third of amount per request, calculated in terms of items 2 to 8 above.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

The information officer, whose contact details are available at Section D of this manual, will be able to assist if so required.

SECTION J: Other Information as Prescribed

The Minister has not prescribed that any further information must be contained in this manual.



SECTION Z: Document Information

Z1: Version Control

Version	Date	Author	Action
1.0	1 May 2021	Chief Data Officer	First PAIA Manual
1.1	07 September 2022	Compliance (Nosipho Mukwavaya)	Verification of the entire document and update on Item H4 C
1.2	05 November 2024	Compliance (Riaan Hornsveld)	Verification of the entire document, update of Associations, alignment to Motus version.

Z2: Document Acceptance

For M-Sure	Name	Signature	Date
Chief Data Officer	Rodger Bryant		11 November 2024
Managing Director	Marco Adaggi		11 November 2024



Annexure A: (Form 2) Request for Access to Record(s)

REQUEST FOR ACCESS TO A RECORD HELD BY M-SURE (PTY) LTD (M-SURE)

Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
("PAIA")
and
Section 23 of the Protection of Personal Information Act 2013 (Act 4 of 2013)
("PoPIA")

1. PARTICULARS OF M-SURE INFORMATION OFFICER

Postal address	Physical address	Information Officer contact details	
The Information Officer	The Information Officer	Name	Rodger Bryant
PO Box 851	Motus Mobility Solutions		
Edenvale	05 Boeing Road East	Tel No.	(011) 253 0000
1610	Edenvale	Email	rodgerb@motus.co.za
	1610		

2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

<ul style="list-style-type: none">The particulars of the person who requests access to the records must be recorded below.Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.Proof of capacity in which the request is made, if applicable, must be attached.			
Full names and surname			
Identity number			
Postal address			
Street address			
Email address			
Contact numbers	Tel		Fax
	Cell		
Capacity in which request is made, when made on behalf of another person			
Important: If authorised under a resolution or power of attorney, provide the resolution or power of attorney with this request			



3. PARTICULARS OF PERSON ON WHOSE BEHALF A REQUEST IS MADE

This section must be completed only if a request for information is made on behalf of another person.			
Full names and surname			
Identity number			
Postal address			
Street address			
Email address			
Contact numbers	Tel		Fax
	Cell		

4. PARTICULARS OF RECORD

<ul style="list-style-type: none">• 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 space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.		
Description of record or relevant part of the record	Personal Information? <input type="checkbox"/> Yes <input type="checkbox"/> No	Reference number, if available
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Any further particulars of record		



5. TYPE OF RECORD

Mark the appropriate 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	

6. FORM OF ACCESS TO RECORD

Mark the appropriate 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	

7. MANNER OF ACCESS

Mark the appropriate 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)	



8. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

Indicate which right is to be exercised or protected

Explain why the requested record is required for the exercising or protecting the aforementioned right

9. Fees

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

Reason for exemption from payment of fees

10. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

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. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Postal Address	Facsimile	Electronic Communication (please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature Of Requester/Person On Whose Behalf
Request Is Made

Driving mobility

T +27 (0) 10 253 0000 | m-sure.co.za

Directors: M Adaggi (MD), MG Lazera, Y Lai, S Singh

M-Sure is an Authorised Financial Services Provider. FSP Licence 21799 | Reg. No. 2002/022941/07

Building 2, Block A, The Bridge Office Park, 5 Boeing Road East, Elma Park, Edenvale 1609



FOR OFFICIAL USE ONLY

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

List of all Motus' South African entities (including wholly and partly owned South African subsidiaries and divisions)

B1	MOTUS ENTITY COVERED BY THIS PAIA MANUAL	REGISTRATION NUMBER
1.	M-sure Financial Services Pty Ltd	2002/022941/07

B2	MOTUS ENTITIES COVERED BY THEIR OWN PAIA MANUAL OR A DIVISIONAL PAIA MANUAL	REGISTRATION NUMBER
2.	58 Fleet Proprietary Limited	2016/438375/07
3.	Accordian Investments Proprietary Limited	2003/027086/07
4.	Golf and Utility Fleet SA (Proprietary) Limited	1972/002784/07
5.	Anvil Premium Finance Proprietary Limited	1998/001411/07
6.	Beekman Super Canopies Proprietary Limited	2005/014249/07
7.	Brietta Trading Proprietary Limited	2007/031442/07
8.	C2 Computer Investments Proprietary Limited	2005/036504/07
9.	Car Hire Brokers Proprietary Limited	1998/021881/07
10.	Dealernet Proprietary Limited	2002/008624/07
11.	Europcar South Africa (Proprietary) Limited	2017/243996/07
12.	Future Automobile Distributors Proprietary Limited	2012/037781/07
13.	Hyundai Automotive South Africa Proprietary Limited	1999/015934/07
14.	Motus Automotive Importers Proprietary Limited	1968/011636/07
15.	Kia South Africa Proprietary Limited	1968/003273/07
16.	Konvoi Proprietary Limited	2017/217199/07
17.	KUTS Automotive Outlet (Proprietary) Limited	2019/528546/07
18.	Liquid Capital Proprietary Limited	2001/012511/07
19.	Motor Compliance Solutions Proprietary Limited	2001/000890/07
20.	Motus Emerging Brand Importers (Proprietary) Limited	2000/027015/07
21.	Motor Happy Proprietary Limited	2014/020352/07
22.	Motus Vehicle Distributor Proprietary Limited	2001/006874/07
23.	M-Sure Mobility Fund Proprietary Limited	2013/171924/07
24.	M-Sure Financial Services Proprietary Limited	2002/022941/07
25.	National Automobile Parts Association Limited	1971/013578/06
26.	Niterra South Africa Proprietary Limited	2006/014122/07
27.	Paint Tech Maintenance Proprietary Limited	2010/003758/07
28.	Rhinoman Outdoor and Offroad Proprietary Limited	2013/130656/07
29.	SA Vehicle Maintenance Proprietary Limited	2000/009578/07
30.	Tempest South Africa (Proprietary) Limited	2017/232547/07

ANNEXURE C: (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.

Reference number: _____

TO: _____

Your request dated _____, refers.



1. You requested:

<ul style="list-style-type: none">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.	<ul style="list-style-type: none">
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OR

2. You requested:

<ul style="list-style-type: none">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)	<ul style="list-style-type: none">
<ul style="list-style-type: none">Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<ul style="list-style-type: none">
<ul style="list-style-type: none">Transcription of soundtrack (written or printed document)	<ul style="list-style-type: none">
<ul style="list-style-type: none">Copy of information on flash drive (including virtual images and soundtracks)	<ul style="list-style-type: none">
<ul style="list-style-type: none">Copy of information on compact disc drive (including virtual images and soundtracks)	<ul style="list-style-type: none">
<ul style="list-style-type: none">Copy of record saved on cloud storage server	<ul style="list-style-type: none">

3. To be submitted:

<ul style="list-style-type: none">Postal services to postal address	<ul style="list-style-type: none">
<ul style="list-style-type: none">Postal services to street address	<ul style="list-style-type: none">
<ul style="list-style-type: none">Courier service to street address	<ul style="list-style-type: none">
<ul style="list-style-type: none">Facsimile of information in written or printed format (including transcriptions)	<ul style="list-style-type: none">
<ul style="list-style-type: none">E-mail of information (including soundtracks if possible)	<ul style="list-style-type: none">
<ul style="list-style-type: none">Cloud share/file transfer	<ul style="list-style-type: none">
<ul style="list-style-type: none">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)	<ul style="list-style-type: none">

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
<ul style="list-style-type: none">Photocopy	<ul style="list-style-type: none">	<ul style="list-style-type: none">	<ul style="list-style-type: none">
<ul style="list-style-type: none">Printed copy	<ul style="list-style-type: none">	<ul style="list-style-type: none">	<ul style="list-style-type: none">
<ul style="list-style-type: none">For a copy in a computer-readable form on:<ul style="list-style-type: none">(i) Flash drive<ul style="list-style-type: none">To be provided by requestor(ii) Compact disc<ul style="list-style-type: none">If provided by requestorIf provided to the requestor	<ul style="list-style-type: none">R40.00R40.00R60.00	<ul style="list-style-type: none">	<ul style="list-style-type: none">
<ul style="list-style-type: none">For a transcription of visual images per A4-size page	<ul style="list-style-type: none">Service to be outsourced. Will depend on the	<ul style="list-style-type: none">	<ul style="list-style-type: none">



• Copy of visual images	quotation of the service provider	•	•
• 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	•	•
• TOTAL:	•	•	•

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)	•
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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