



PROMOTION OF ACCESS TO INFORMATION MANUAL

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

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1. Abbreviations and Definitions

No.	Abbreviation	Explanation
1.1.	Act(s)	means PAIA and POPIA
1.2.	CEO	Chief Executive Officer
1.3.	Customer(s)	a natural or juristic person who or which receives products or services from Isuzu
1.4.	Data Subject	the natural or juristic person to whom Personal Information relates
1.5.	IO	Information Officer
1.6.	ISZJ	Isuzu Motors Limited, Japan
1.7.	Isuzu	Isuzu Motors South Africa (Pty) Ltd, a private company, established in accordance with the laws of the Republic of South Africa with registration number 2006/034364/07
1.8.	Manual	this manual which is published in accordance with section 51 of the PAIA and as amended by the POPIA and "this manual" shall have the same meaning
1.9.	Minister	Minister of Justice and Correctional Services
1.10.	PAIA	Promotion of Access to Information Act No. 2 of 2000 as amended from time to time including the regulations promulgated in terms thereof
1.11.	Personal Information	information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person in terms of Section 1 of POPIA
1.12.	POPIA	Protection of Personal Information Act No 4 of 2013 as amended from time to time including the regulations promulgated in terms thereof
1.13.	Processing	any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including – (i) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; (ii) dissemination by means of transmission, distribution or making available in any other form; or (iii) merging, linking, as well as restriction, degradation, erasure or destruction of information, and "Process" shall be construed accordingly
1.14.	Private Body	has the meaning given to it in terms of the PAIA / POPIA
1.15.	Record(s)	any recorded information that a business holds in any form or medium
1.16.	Regulator	The Office of the Information Regulator, established in terms of Section 39 of POPIA, to monitor and enforce compliance with both POPIA and PAIA.

1.17.	Requester	any person or entity requesting access to a record that is under the control of Isuzu, including a Personal Requester and Other Requester
1.18.	South Africa	the Republic of South Africa
1.19.	Supplier(s) or Service Provider(s)	a natural or juristic person who or which provides products or services to Isuzu.
1.20.	Third Party	any natural or juristic person other than the requester or such party acting on behalf of the requester, or Isuzu itself

2. Introduction

- 2.1. The PAIA was enacted to give effect to the constitutional right of access on request to information held by the state and to information held by another person where such information is required for the exercise and/or protection of any right(s).
- 2.2. The POPIA was enacted to give effect to the constitutional right to privacy and seeks to safeguard personal information by regulating the way it may be processed by public and Private Bodies.
- 2.3. In terms of PAIA:
 - 2.3.1. Records of Private Bodies may be accessible to Requesters under certain circumstances; and
 - 2.3.2. all Private Bodies are required to compile and publish a Manual to assist Requesters who wish to request access to Records held by such Private Bodies.
- 2.4. Private Bodies are further required to provide certain information relating to the processing of Personal Information in terms of POPIA.
- 2.5. Isuzu is a Private Body for purposes of the PAIA and the POPIA and this document serves as the Manual of Isuzu.

3. About Isuzu

- 3.1. Isuzu is a wholly owned subsidiary of ISZJ, headquartered in Tokyo, Japan.
- 3.2. Isuzu conducts business in South Africa as the manufacturer of Isuzu light commercial and commercial vehicles as well as the distributor of Isuzu sports utility vehicles for onward sale to dealers and/or customers, including the supply of automotive parts and accessories for such vehicles.
- 3.3. More information on Isuzu, its operations and activities can be obtained from its website at www.isuzu.co.za

3.4. In the course of business, Isuzu holds various Records as well as process Personal Information from time to time.

4. **Scope and Purpose of Manual**

This PAIA Manual is useful for the public to -

- 4.1. check the categories of Records held by Isuzu which are available without a person having to submit a formal PAIA request
- 4.2. have a sufficient understanding of how to make a request for access to a Record of Isuzu, by providing a description of the subjects on which Isuzu holds Records and the categories of Records held on each subject
- 4.3. know the description of the Records of Isuzu which are available in accordance with any other legislation
- 4.4. access all the relevant contact details of the IO who will assist the public with the Records they intend to access
- 4.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it
- 4.6. know if Isuzu will process Personal Information and the purpose of processing of Personal Information know the description of the categories of Data Subjects and of the information or categories of information relating thereto
- 4.7. know the recipients or categories of recipients to whom the Personal Information may be supplied
- 4.8. know if Isuzu has planned to transfer or process Personal Information outside South Africa and the recipients or categories of recipients to whom the Personal Information may be supplied and
- 4.9. know whether Isuzu has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be processed.

5. **Key Contact Details for Access to Information of Isuzu**

Head Office	
Physical Address:	Isuzu Assembly Plant, Struanway, Struandale, Gqeberha, 6001
Postal Address:	P.O. Box 11059, Algoa Park, Gqeberha, 6045
Telephone Number:	+27 41 403 9111 (switchboard)
Fax Number:	+27 41 403 9177
Email:	information@isuzu.co.za
Website:	www.isuzu.co.za

CEO	
Name:	Billy Tom
Telephone Number:	+27 41 403 2399
Email:	Billy.Tom@isuzu.co.za

IO	
Name:	Loren Meyer
Telephone Number:	+27 41 403 2174
Email:	Loren.Meyer@isuzu.co.za

Isuzu's MD and CEO has delegated responsibility to the IO in terms of the PAIA to handle all requests for access to information on Isuzu's behalf and ensure that the requirements of the PAIA are administered in a fair, objective and unbiased manner. The IO will also oversee the duties and responsibilities in terms of POPIA. All requests for access to information in terms of the PAIA or the POPIA must accordingly be in writing and addressed to the IO, using the contact details provided above.

6. Guide on how to use PAIA and how to obtain access to the Guide

- 6.1. 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.
- 6.2. The Guide is available in each of the official languages and in braille.
- 6.3. The aforesaid Guide contains the description of-
 - 6.3.1. the objects of PAIA and POPIA
 - 6.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 6.3.2.1. the Information Officer of every public body, and
 - 6.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA
 - 6.3.3. the manner and form of a request for-
 - 6.3.3.1. access to a record of a public body contemplated in section 11; and
 - 6.3.3.2. access to a record of a private body contemplated in section 50;
 - 6.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 6.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 6.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 6.3.6.1. an internal appeal;
 - 6.3.6.2. a complaint to the Regulator; and

- 6.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 6.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 6.3.10. the regulations made in terms of section 92.
- 6.4. 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.
- 6.5. The Guide can also be obtained-
 - 6.5.1. upon request to the Information Officer;
 - 6.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

7. Categories of Isuzu Records which are available without a person having to request access

The information available on our website may be automatically accessed by you without having to go through the formal PAIA request process. Brochures, press releases and other marketing and promotional materials are also automatically available. Reproduction fees will apply if a copy of such Records is requested from Isuzu.

8. Description of the Isuzu Records which are available in accordance with any other legislation

Isuzu retains records and information applicable to its operations in terms of the legislation listed in **Schedule 1** of this Manual. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreements or otherwise, records that are required to be made available in terms of these acts will be made available for inspection by Requesters in terms of the requirements and conditions of PAIA, the listed legislation and applicable internal policies and procedures, should such Requesters be entitled to such information. A request for access must be done for the specified record(s) in accordance with the prescriptions of the PAIA.

9. Categories and Subject of Records Held by Isuzu

Identified below are the main categories of Records held by Isuzu in respect of which access will be provided in accordance with the PAIA, subject to the restrictions and right of refusal to access provided for in the PAIA:

Subjects on which Isuzu holds Records	Categories of Records
Corporate Affairs	Public Corporate Records

	Media Releases
	Current Product Information
	Launches and Events Records
	Journalist Records
	Newsletters and Publications
	Corporate Social Investment
Human Capital	Employee Policies and Procedures
	Employment Contracts
	Payroll Records
	Employee Tax Records
	Employee Pension and Provident Fund Records
	Employee Medical Records
	Employee Disability Insurance Records
	Employee Training Records
	Employment Equity Records
	Employee Consultation and Disciplinary Records
	Employee Career Development & Performance Management Records
	Recruitment Records, including application forms, curriculum vitae, background/criminal checks & psychometric assessments
	International Service Personnel Records
	Physical Security Records (Employees, Contractors, Suppliers, Visitors)
	Electronic Access and Identity Management Records (Employees and Contractors)
	Time and Attendance Records
	Complaints and Investigations Records
	Children Records (Bursaries and Scholarships)
Finance	Accounting Records
	Interim and Audited Annual Financial Statements
	Management Accounts
	Bank Statements and other Banking Records
	Tax Records and Returns
	SARS Correspondence
	Tax Advice & Opinions
	Supplier/Service Provider Records, incl. Statements & Invoices
	Customer Sale and Supply Records
	Price Bulletins
	Product Line Profitability Studies

	Asset Register
	Insurance Records
	MIDP / APDP Records
Information Technology	IT processing, Testing and Development Records
	Equipment Details
	Costings of Hardware and Software
	Usage Statistics
Sales & Marketing	Product Brochures
	Vehicle Owner Manuals
	Field Records
	Performance Records
	Product Sales Records
	Market Information
	Marketing and Future Product Strategies
	Customer Information and Database
	Dealer Sales and Services Agreements & Documents
	Dealership Records (Dealers & Customers)
	Service Plans and Warranties
	Customer Records (Call Centre & Aftersales)
Technical Operations	Production Records
	Vehicle and Component Specifications
	Engineering Records
	Quality Records
	Apprenticeship Records
	Environmental Records
	Health and Safety Records
Commercial Operations	Supplier Information & Documentation
	Procurement Contracts
	Supplier & Enterprise Development Records & Contracts
CEO Office	Strategic Plans
	Immovable Property Records
	Intellectual Property Records
	Secretariat Records (Memorandum of Incorporation, Records of Shareholders & Directors)
	General Legal Correspondence
	List of Current Legal matters, including details of legal proceedings & external counsel used
	General Contract Documentation

10. Grounds for Refusal of Access to Records

- 10.1. There are various grounds upon which a request for access to a Record may be refused including but not limited to the following:
 - 10.1.1. The protection of the privacy of a Third Party who is a natural person, including a deceased person, or a juristic person, from the unreasonable disclosure of personal information of that natural or juristic person.
 - 10.1.2. Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or other contractual agreements, comply with the provisions of POPIA.
 - 10.1.3. The protection of the commercial information of a Third Party or Isuzu, if the record contains:
 - 10.1.3.1. Trade secrets of the Third Party or Isuzu;
 - 10.1.3.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Third Party or Isuzu; and
 - 10.1.3.3. Information disclosed in confidence by a Third Party to Isuzu if the disclosure could put that Third Party to a disadvantage in negotiations or commercial competition.
 - 10.1.4. The protection of confidential information of a Third Party if disclosure of the record would result in a breach of a duty of confidence owed to that party.
 - 10.1.5. The protection of the safety of individuals and the protection of property rights.
 - 10.1.6. The protection of records which are regarded as privileged from production in legal proceedings, unless that legal privilege has been waived and
 - 10.1.7. The protection of research information of a Third Party or of Isuzu.
- 10.2. If Isuzu has searched for a requested record and the record cannot be found or if the record does not exist, the IO will, by way of an affidavit or affirmation, notify the Requester that it is not possible to give the Requester access to the record and give an account of the steps taken to find the record in question or to determine whether the record exists. This notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of PAIA. If the record should later be found, the Requester shall be given access to the record in the manner stipulated in the prescribed form unless the IO refuses access to such record.

11. Information Related to Privacy

11.1. ***Request for Personal Information***

Requests for personal information in terms of POPIA must be made in accordance with the provisions of the PAIA. This process is outlined in paragraph 14 below.

11.2. ***Purpose of Processing***

The type of personal information processed by Isuzu will depend on the purpose for which it is

collected. Isuzu will ordinarily disclose to Data Subjects why personal information is being collected at the time of collection and will process the personal information for that purpose only. In general, Isuzu processes personal information of Data Subjects for business administration purposes, including but not limited to:

- Fulfilling statutory obligations imposed in terms of applicable legislation
- Transacting with as well as monitoring, maintaining and managing Isuzu's contractual obligations including to employees, dealers, customers, suppliers, service providers, business partners and other third parties
- Marketing and advertising
- General administration, financial and tax purposes
- Detecting and preventing fraud and money laundering
- Resolving and tracking complaints
- Monitoring access and securing the assets, employees and visitors to Isuzu premises and facilities
- Recruitment, graduate-in-training or apprenticeship purposes
- Helping to improve the quality of Isuzu products and services
- Historical record keeping, research and recording statistics necessary for fulfilling Isuzu's business objectives
- Protecting the legitimate interests of the Data Subjects
- Pursuing where it is necessary the legitimate interests of Isuzu.

11.3. ***Categories of Data Subjects***

Isuzu may process the personal information of the following categories of Data Subjects, which includes current, past and prospective Data Subjects:

- Customers and potential customers, including the employees, representatives, agents, contractors and service providers of such customers and potential customers
- Isuzu Dealers and business partners
- Suppliers, service providers to and vendors of Isuzu as well as employees, representatives, agents, contractors and service providers of such suppliers, service providers and vendors
- Existing and former employees (including contractors, agents, temporary and casual employees), including their direct family members
- International Service Personnel
- Job applicants
- Visitors to any Isuzu premises or facilities
- Website end-users / Application end-users
- Isuzu Shareholders
- Directors and officers of Isuzu
- Complaints, correspondents and enquiries.

11.4. ***Categories of Information***

The nature of personal information processed in respect of the above Data Subjects may include, as may be applicable:

- Name, identifying number, symbol, email address, physical or postal address, telephone number, location information, online identifier or other particular assignment to the person
- Biometric information

- Information relating to the education or the medical, financial, criminal or employment history of the Data Subject
- Information relating to the race, gender, marital status, national origin, age, disability, language and birth of the Data Subject
- The personal opinions, views or preferences of the Data Subject
- Confidential correspondence sent by the Data Subject
- The views or opinions of another individual about the Data Subject.

11.5. ***Categories of Recipients to whom Personal Information may be supplied***

Isuzu may supply personal information to the following recipients:

- Other companies within the Isuzu Motors Limited Group in South Africa and in other countries
- Suppliers, service providers, vendors, agents and representatives of Isuzu
- Business partners who provide products or services under one of Isuzu's brands
- Isuzu Dealers
- Isuzu shareholders and Isuzu employees
- Regulatory, statutory and government bodies
- Third Party verification agencies and credit bureaus
- Collection agencies
- Banks and other financial institutions
- Courts, administrative or judicial forums, arbitration or statutory commissions

11.6. ***Planned or Prospective Trans-Border Flow of Personal Information Processed by Isuzu***

Personal information, collected by Isuzu, may be disclosed to ISZJ, any of ISZJ's overseas subsidiaries as well as associate entities or third-party service providers with whom Isuzu engages in business or whose services or products Isuzu elects to use, including cloud services hosted in international jurisdictions.

Isuzu will take steps to enter into written agreements to ensure that other parties comply with Isuzu's confidentiality and privacy requirements. Personal information may also be disclosed where Isuzu has a legal duty or a legal right to do so.

11.7. ***Security Measures***

Isuzu continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the Personal Information in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures which apply to Isuzu. 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.

Isuzu takes steps to ensure that other parties that process Personal Information on behalf of IMSAF apply the measures outlined above.

11.8. ***Personal Information Received from Third Parties***

When Isuzu receives Personal Information from third parties on behalf of Data Subjects, Isuzu requires confirmation that the third parties have received written consent from the Data Subjects that they are aware of the contents of this Manual and Isuzu's Privacy Statement, and do not have any objection to Isuzu processing their Personal Information in accordance with this Manual.

Objection to Processing of Personal Information

A Data Subject may object to the processing of his / her / its Personal Information in the prescribed form attached to this Manual as **Schedule 5 (Form 1)**, subject to the exceptions contained in the POPIA. The completed objection form must be submitted to the IO using the contact details set out in paragraph 7 above.

11.9. ***Request for Correction or Deletion of Personal Information***

A Data Subject may request that his / her / its personal information be corrected, deleted or destroyed in the prescribed form attached as **Schedule 6 (Form 2)**. The completed request form must be submitted to the IO using the contact details set out in paragraph 7 above.

12. Access Procedure and Requests

12.1. ***Procedural Requirements***

To facilitate a request for access to a Record held by Isuzu, the Requester must kindly comply with the following procedural requirements as contained in PAIA:

12.1.1. Provide proof of identity to authenticate identify (e.g. certified copy of identity document). If a request is made on behalf of another person, the Requester must provide proof of the identity of the person on whose behalf the request is made, proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the IO as well as proof of the identity of the Requester as provided above.

12.1.2. Complete in full and in the English language the prescribed Access Request Form attached as **Schedule 4:**

- Provide sufficient information to enable the IO to identify the record(s) requested
- Indicate the form of access required
- Clearly specific the nature of the right that is sought to be exercised or protected and why the record(s) is necessary to exercise or protect such a right
- If a question does not apply, state "N/A" in response to that question
- If there is nothing to disclose in reply to a particular question, state "nil" in response to that question
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio

- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question

12.1.3. Pay the prescribed fee.

The prescribed time periods in clause 14 below will not commence until the Requester has furnished all the necessary and required information.

12.2. ***Personal Information Requests and Information Requested about a Third Party***

12.2.1. Where a Requester seeks access to a record containing Personal Information about the Requester, Isuzu will voluntarily provide the requested information or give access to the requested record containing the Requester's Personal Information. The prescribed fees for the reproduction of the information requested will be charged.

12.2.2. Where any information is requested from Isuzu that relates to or affects a Third Party, Isuzu is required to take all reasonable steps to notify the Third Party of the request within 21 (twenty-one) calendar days of the receipt thereof. The Third Party has a further 21 (twenty-one) calendar days to grant his, her or its consent to the disclosure of the record or to make representations to the IO as to why the requested record should not be disclosed to the Requester. Whether or not access to the Record will be granted is depended on the Requester fulfilling the prerequisite PAIA requirements, including the payment of the prescribed fees. If Isuzu decides to grant access to the Record, it will notify the affected Third Party again. The Third Party is entitled to apply to court in relation to that decision. The court will then determine whether the record should be disclosed by Isuzu or not.

12.3. ***Fees***

12.3.1. Isuzu is entitled in terms of PAIA to charge a fee to cover the cost of processing a request and providing access to records.

12.3.2. There are two categories of fees which are payable:

12.3.2.1. *Request Fees:* Where a Requester submits a request for access to information on a person other than the Requester him/herself, an upfront, non-refundable request fee is payable before Isuzu will further process the request received. This fee does not apply where any person seeks access to records that contain their Personal Information.

12.3.2.2. *Access Fee:* Payable in all instances where a request for access to information is granted to reimburse Isuzu for the cost involved in the search, reproduction and/or preparation of the Record(s) in question for delivery to the Requester, including postal costs.

12.3.3. All Records that are automatically available to any person requesting access thereto are subject to a fee for reproduction of the Record in question.

12.3.4. The prescribed fees as set out in more detail in **Schedule 2**.

12.4. ***Payment***

12.4.1. The initial Request Fee must be directly deposited into the bank account of Isuzu, details of which

will be supplied by the IO on request (no credit card payments are accepted).

12.4.2. A copy of the proof of payment or deposit slip must be forwarded to the IO, together with the application form and other relevant correspondence/documentation.

12.4.3. Isuzu is entitled to withhold a record until the required fees have been paid in full.

13. Notification of Decision

13.1. Isuzu will process the request within 30 (thirty) calendar days of receipt thereof and will inform the Requester if access is granted or denied in writing, with reasons, if necessary, to that effect, including the fees payable, if applicable.

13.2. The 30 (thirty) calendar days within which Isuzu will process the request, may be extended for a further period of not more than 30 (thirty) calendar days if the request cannot reasonably be completed within the original 30 (thirty) calendar days because the request: (1) is for a large number of records or requires a search through a large number of records; (2) requires a search for records in, or collection thereof from, an office not situated in the same town or city as the IO office; or (3) consultation among divisions of Isuzu or with another private body is necessary or desirable to decide upon the request. Isuzu will notify the Requester in writing via Isuzu's digital channels should an extension be required, including the period of the extension and the reasons for the extension.

13.3. If the IO 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.

14. Remedies

14.1. Isuzu does not have internal appeal procedures for decisions made in respect of PAIA and POPIA information requests and the decisions made by the IO will therefore be final. If a request is denied, the Requester or Third Party may within 30 (thirty) days of notification of the decision apply to the Information Regulator or a court of competent jurisdiction for appropriate relief.

15. Availability of Manual

A copy of this Manual is available in portable document format on Isuzu's website. Alternatively copies of this Manual are available for inspection, free of charge, at Isuzu during normal business hours (refer to contact details in section 7 below).

16. Changes to Manual

This Manual will be updated from time to time, as and when required.

List of Applicable Legislation

Records available in terms of other legislation:

No.	Name
1.	Administration of Adjudication of Road Traffic Offences Act 46 of 1998
2.	Advertising on Roads & Ribbon Development Act 21 of 1940
3.	Basic Conditions of Employment Act No. 75 of 1997
4.	Broad-Based Economic Empowerment Act No. 53 of 2003
5.	Companies Act No. 61 of 1973
6.	Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
7.	Competition Act No. 89 of 1998
8.	Constitution of the Republic of South Africa No. 108 of 1996
9.	Consumer Protection Act No. 68 of 2008
10.	Copyright Act No. 98 of 1978
11.	Counterfeit Goods Act 37 of 1997
12.	Customs and Excise Act No. 91 of 1964
13.	Customs Control Act No. 31 of 2014
14.	Customs Duty Act No. 30 of 2014
15.	Designs Act No. 195 of 1993
16.	Electronic Communications and Transactions Act No. 25 of 2002
17.	Employment Equity Act No. 55 of 1998
18.	Environment Conservation Act No. 73 of 1989
19.	Financial Intelligence Centre Act No. 38 of 2001
20.	Foodstuffs, Cosmetics and Disinfectants Act No. 54 of 1972 (and Regulations Relating to Miscellaneous Additives in Foodstuffs)
21.	Hazardous Substances Act No. 15 of 1973
22.	Income Tax Act No. 58 of 1962
23.	International Trade Administration Act No. 71 of 2002
24.	Labour Relations Act No. 66 of 1995
25.	National Building Regulations and Building Standards Act No. 103 of 1997
26.	National Credit Act No. 34 of 2005
27.	National Environmental Management Act No. 107 of 1998
28.	National Environmental Management: Air Quality Act No. 39 of 2004
29.	National Environmental Management: Biodiversity Act No. 10 of 2004
30.	National Environmental Management: Protected Areas Act 57 of 2003
31.	National Environmental Management: Waste Act No. 59 of 2008 National Heritage Resources Act No. 25 of 1999

32.	National Regulator for Compulsory Specifications Act No. 5 of 2008
33.	National Road Traffic Act No. 93 of 1996
34.	National Water Act No. 36 of 1998
35.	Occupational Health and Safety Act No. 85 of 1993
36.	Pension Funds Act No. 24 of 1956
37.	Preferential Procurement Policy Framework Act No. 5 of 2000
38.	Prescription Act No. 68 of 1969
39.	Prevention and Combatting of Corrupt Activities Act No. 12 of 2004
40.	Prevention of Organised Crime Act No. 121 of 1998
41.	Promotion of Access to Information Act No. 2 of 2000
42.	Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
43.	Protection of Personal Information Act No. 4 of 2013
44.	Protected Disclosures Act No. 26 of 2000
45.	Regulation of Interception of Communications and Provision of Communications Related Information Act No. 70 of 2002.
46.	Skills Development Act No. 97 of 1998
47.	Skills Development Amendment Act No. 37 of 2008
48.	Skills Development Levies Act No. 9 of 1999
49.	Standards Act No. 8 of 2008
50.	Tax Administration Act No. 28 of 2011
51.	Tobacco Products Control Act No. 12 of 1999
52.	Trade Marks Act No. 194 of 1993
53.	Unemployment Insurance Act No. 63 of 2001
54.	Unemployment Insurance Contributions Act. 4 of 2002
55.	Value-Added Tax Act No. 89 of 1991

Isuzu has used its best endeavours to supply a list of applicable legislation, but it is possible that this list may be incomplete. Whenever it comes to Isuzu's attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, the list will be updated accordingly. If a Requester believes that a right of access to a record exists in terms of one or more of the legislation listed above, or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

Prescribed Fees

1. The Request Fee payable by a requester, other than a personal requester, is R 50,00.
2. The Reproduction Fees and Access Fees payable by a Requester, unless exempted, are as follows:

Nr	Description	Amount
1.	Copy of Guide per A4-size page	R1.10 per page.
2.	Photocopy of A4-size page	R1.10 per page or part thereof.
3.	Printed copy of A4-size page	R0.75 per page or part thereof.
4.	For a copy in a computer-readable form on compact disc	R70.00
5.	For a transcription of visual images per A4-size page	R40.00
6.	Copy of visual images	R60.00
7.	Transcription of an audio record, per A4-size page	R20.00
8.	Copy of an audio record	R30.00
9.	A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such search	R30.00
10.	Postage	Actual expense.

3. A deposit of one third (1/3) of the amount of the applicable access fee is payable by a Requester if Isuzu receives a request for access to information held on a person other than the Requester him/herself and the CIO believes the preparation of the record of disclosure will take more than 6 (six) hours. The Requester may make an application to Court to be exempted from the requirement to pay a deposit. The deposit will be refunded to the Requester if access to the requested record is refused.
4. Fees are subject to change and escalations may not always be immediately available at the time of the request being made. Requesters will however be informed of any changes in the fees prior to making a payment.

**REQUEST FOR A COPY OF THE GUIDE
ISUZU MOTORS SOUTH AFRICA (PTY) LTD**
(Registration No: 2006/034364/07)

[Regulation 2 and 3]

TO: *The Information Regulator **OR** *Information Officer
 P.O Box 31533
 Braamfontein
 2017
 E-mail address: inforeg@justice.gov.za
 Tel number: +27 (0) 10 023 5200

I,

Full Names:	
-------------	--

In my capacity as (mark with "x"):	Information Officer		Other	
Name of *public /private body (if applicable)				
Postal Address:				
Street Address:				
E-mail address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

hereby request the following copy(ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Street address (postal services)	Street address (courier)	E-mail	Facsimile

Signed at _____ on this the _____ day of _____ 20 _____

.....
Signature of requester

* Delete whichever is not applicable

REQUEST FOR ACCESS TO RECORD OF ISUZU MOTORS SOUTH AFRICA (PTY) LTD

(Registration No: 2006/034364/07)

[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:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue 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:			
TYPE OF RECORD			
<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	
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, videorecordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i>

Reason:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	E-mail

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

**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:	

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

Signed at on this the day of20.....

.....
Signature of Data Subject/designated person

FORM 2 - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF POPIA

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:

a) Correction or deletion

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

Please select applicable reasons for the selected request:

(a) Inaccurate	<input type="checkbox"/>
(b) Irrelevant	<input type="checkbox"/>
(c) Excessive	<input type="checkbox"/>
(d) Out of date	<input type="checkbox"/>
(e) Incomplete	<input type="checkbox"/>
(f) Misleading	<input type="checkbox"/>
(g) Obtained unlawfully	<input type="checkbox"/>

b) Destruction 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 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:	
C	PERSONAL INFORMATION TO BE CORRECTED/DESTROYED/DELETED <i>(Please specify the personal information required to be corrected/ destroyed/deleted)</i>
D	EXPLANATION FOR THE SELECTED REASON FOR A REQUEST <i>(Please provide a detailed explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party)</i>

Signed at on this the day of20.....

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