INCORPORATING POPIA COMPLIANCE

PROMOTION OF ACCESS TO INFORMATION MANUAL
for
MOTUS HOLDINGS LIMITED

Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA")

This manual applies to Motus Holdings Limited, its South African subsidiaries and their divisions.

(Collectively referred to in this manual as "Motus")

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1. Introduction

Motus Holdings Limited, including all wholly or partially owned South African subsidiaries and divisions, collectively referred to as **Motus** for the purpose of this manual, is a diversified (non-manufacturing) business in the automotive sector with unrivalled scale and scope in South Africa, and a selected international presence, primarily in the United Kingdom and Australia. Please refer to Annexure B of this manual for a complete list of all South African companies, subsidiaries, and divisions of Motus. Motus' unique business model is fully integrated across the automotive value chain through its four key business segments namely, Import and Distribution, Retail and Rental, Motor-related Financial Services and Aftermarket Parts.

- The Import and Distribution segment imports and distributes passenger and light commercial vehicles and parts to a network of dealerships, car rental companies, fleets, and government institutions in South Africa.

- The Retail and Rental segment sells passenger and commercial vehicles in various segments that include entry level, sports utility vehicles, luxury, light commercial, and heavy-duty vehicles. It also has several pre-owned, passenger vehicle, and commercial vehicle dealerships in South Africa. This segment also rents passenger, sports utility, and light commercial vehicles under the Europcar and Tempest brands.

- The Motor-Related Mobility Services segment develops and distributes various vehicle related protection products and services through importers and distributors, dealers, vehicle finance houses, call centres, and digital channels. It manages and administers service, maintenance, and warranty plans; and develops and sells value added products and services. This segment also provides fleet management services to corporate customers, including fleet maintenance, fines management, and licensing and registration services.

- The Aftermarket Parts segment distributes, wholesales, and retails engine components, tools, and accessories", targeting those vehicles that are out of warranty through its various owned branches, owned retail stores, and a network of franchised outlets.

Motus Holdings Limited was incorporated in 2017 and is based in Bedfordview, South Africa.

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. This information is as follows:

- the contact details of the head of the private body.

- 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.

- the latest notice published by the Minister under section 52(2) of PAIA.

- a description of the records of the private body which are available in terms of any legislation other than PAIA.
- 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.
- in compliance with POPIA: the purpose of the processing, a description of the categories of data subjects and of the information or categories of information relating to those data subjects, the recipients or categories of recipients to whom the personal information may be supplied, planned transborder flows of personal information, and 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; and

In this manual, the following words bear the meaning set out below:

"Data subject"	means the person to whom personal information relates.
"Motus"	means Motus Holdings Limited and its South African subsidiaries and divisions.
"Employee"	means any person who works for or provides services to or on behalf of Motus and receives or is entitled to receive remuneration.
"Guide"	means the guide published by the Information Regulator in terms of section 10 of PAIA, as amended and updated by the Information Regulator from time to time.
"Information Officer	means the person authorised by the Head of Motus and to whom the duties and responsibilities required of the Information Officer in both PAIA and in POPIA have been delegated.
"Information Regulator"	means the juristic person established under section 39 of POPIA.
"PAIA"	means the Promotion of Access to Information Act 2 of 2000 and any Regulations published thereunder, as amended from time to time.
"Personal information"	has the same meaning as set out in section 1 of POPIA.
"POPIA"	means the Protection of Personal Information Act 4 of 2013 and any regulations, guidelines or codes of conduct published thereunder, as amended from time to time.
"requester"	means any person or entity requesting access to a record that is under the control of Motus.
"SAHRC"	means the South African Human Rights Commission.
"Special personal information"	has the same meaning as set out in section 1 of POPIA.

"The head of Motus"	means the Chief Executive Officer of Motus.
"The manual"	means this manual which is published in accordance with section 51 of PAIA and "this manual" shall have the same meaning.
"The Minister"	means the Cabinet member responsible for the administration of justice, presently the Minister of Justice and Constitutional Development.

2. **Purpose of the PAIA Manual**

This PAIA Manual is useful for the public to:

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request.

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records, and the categories of records held on each subject.

2.3 know the description of the records of the body which are available in accordance with any other legislation.

2.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access.

2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.

2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto.

2.8 know the recipients or categories of recipients to whom the personal information may be supplied.

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. **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. This manual can be accessed on our website (www.motus.co.za, at our principal place of business for public inspection during normal business hours, or by requesting a copy by email from the duly appointed information officer as provided for in paragraph 3 below.

4. **Contact details**

Motus Holdings Limited is a private body as defined in PAIA and POPIA and led by its Head, Mr Ockert Janse van Rensburg, its Chief Executive Officer. Mr Janse van Rensburg has delegated to Mr Brandon Cohen, in his capacity as the Compliance Specialist, the duties of Information Officer as contemplated in both PAIA and POPIA. Accordingly, has appointed Mr Brandon Cohen is as the Motus Information Officer and delegated to Mr Cohen the duties of Information Officer as contemplated in both PAIA and POPIA. Any person seeking access to a record in the possession or under control of Motus in terms of Section 53 of PAIA or a data subject requesting access to personal information in terms of Section 23 of POPIA may address the request to the Information Officer.

Physical address:
Information Officer: Mr. Brandon Cohen
79 Boeing Road East,
Jeppe Quondam,
Bedfordview,
2007

Postal address:
Information Officer: Mr. Brandon Cohen
PO Box 1719
Edenvale
1610

Telephone: (011) 607 7300
Fax: None
Email: popia@motus.co.za

5. **Guide on how to use PAIA and how to obtain access to the guide.**

5.1 The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available a 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.

5.2 The Guide is available in each of the official languages and in braille.

5.3 The aforesaid Guide contains the description of-

5.3.1 the objects of PAIA and POPIA.

5.3.2 the postal and street address, phone, and fax number and, if available, electronic mail address of the Information Officer.

5.3.3 the manner and form of a request for access to a record of a private body contemplated in section 50.

5.3.4 the assistance available from the Information Regulator in terms of PAIA and POPIA.

5.3.5 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of

5.3.5.1 an internal appeal.

5.3.5.2 a complaint to the Information Regulator; and

5.3.5.3 an application with a court against a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body.

5.3.6 the provisions of sections 14 and 51 requiring a private body to compile a manual, and how to obtain access to a manual.

5.3.7 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a private body.

5.3.8 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

5.3.9 the regulations made in terms of section 92.

5.4 Members of the public can inspect or make copies of the Guide from the offices of private bodies, including the office of the Information Regulator, during normal working hours.

5.5 The Guide can also be obtained -

5.5.1 upon request to the Information Officer.

5.5.2 from the Information Regulator. The contact details of the Information Regulator are:

Physical address:	Physical address: Woodmead North Office Park, 54 Maxwell Drive Woodmead, Johannesburg, 2191
Telephone number:	010 023 5200
Email:	enquiries@inforegulator.org.za
Website:	www.inforegulator.org.za

5.6 The current guide on how to use the Promotion of Access to Information Act 2 of 2000 is available here: https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

5.7 A request for access to records may be made by natural or a juristic person requiring the records for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest.

5.8 Requests in terms of PAIA shall be made in the form, follow the prescribed procedures and against payment of prescribed fees as described in paragraph 11 of this manual.

5.9 Requests in terms of POPIA by a data subject for access to personal information shall be made in the form, following the prescribed procedures and against payment of prescribed fees as described in paragraph 9 of this manual.

6. Records available in terms of any other legislation

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

- Administrative Adjudication of Road Traffic Offences Act 46 of 1998
- Advertising on Roads and Ribbon Development Act 21 of 1940
- Basic Conditions of Employment Act 75 of 1997
- Bills of Exchange Act 34 of 1964
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa Act 108 of 1996
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Criminal Procedure Act 51 of 1977
- Currency and Exchanges Act 9 of 1933
- Customs and Excise Act 91 of 1964
- Electronic Communications and Transactions Act 25 of 2000
- Employment Equity Act 55 of 1998
- Environment Conservation Act 73 of 1989
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Financial Markets Act 19 of 2012
- Financial Sector Regulation Act 9 of 2017
- Firearms Control Act 60 of 2000
- Income Tax Act 58 of 1962
- Insurance Act 18 of 2017
- Labour Relations Act 66 of 1995
- Long-Term Insurance Act 52 of 1998
- Medical Schemes Act 131 of 1998
- National Building Regulations and Building Standards Act 103 of 1997
- National Credit Act 34 of 2005
- National Environmental Management Act 107 of 1998
- National Environmental Management: Air Quality Act 39 of 2008
- National Road Traffic Act 93 of 1996
- National Water Act 36 of 1998
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1978
- Pension Funds Act 24 of 1956
- Prescription Act 68 of 1969
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Protected Disclosures Act 26 of 2000
- Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004
- Protection of Personal Information Act 4 of 2013

- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Second-Hand Goods Act 6 of 2009
- Securities Transfer Tax Act 25 of 2007
- Short-Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South African Reserve Bank Act 90 of 1989
- Tax Administration Act 28 of 2011
- The South African National Roads Agency Limited and National Road Act 7 of 1998
- Tobacco Products Control Act 83 of 1993
- Trademarks Act 194 of 1993
- Transfer Duty Act 40 of 1949
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

7. **Description of the subjects on which Motus holds records and the categories of records held on each subject.**

The following is a list of the subjects on which Motus holds records and the categories into which these records fall. The procedure in terms of which such records may be requested from Motus is set out in paragraph 9 of this manual. The records listed below will not in all instances be provided to a requester who requests them in terms of PAIA. The requester must show that he or she has the right in terms of PAIA to be given access to the records in question.

CATEGORIES OF RECORDS	DESCRIPTION OF RECORDS HELD
Administration	• Share register. • Share certificates • Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business • Trademark registers and related documentation
Corporate Governance	• Codes of Conduct • Corporate social and investment records • Minutes of meetings of, shareholders, the Board of directors, various committees and sub committees • Boards of the directors of Motus' Resolutions • Executive committee meeting minutes • Legal compliance records • Policies • Memorandum of Incorporation (MOI) • Statutory returns to relevant authorities
Finance	• Accounting records • Tax records • VAT records • PAYE records • Debtors' records • Creditors' records • Insurance records • Auditors' reports • Interim and annual financial statements • Bank statements and other banking records for business and trust accounts • Invoices issued in respect of debtors and billing information.

- Records regarding Motus' financial commitments
- Statistic SA returns

Human Resources

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

Operations

- Supplier lists and details of suppliers
- Agreements with suppliers
- Access control records
- Health and safety records
- Insurance documentation
- Travel documentation
- Vehicle registration documents
- Deal files including the following: vehicle needs analysis, offer to purchase, offer to purchase T&C, vehicle delivery note, copy of NaTIS and licence, PDI sheet/ multi-point safety check, a letter of proxy, relevant transaction-related ID copies and CIPC/ company documents and VAT registration certificate (where a company/ legal party is purchasing the vehicle (or trading in a vehicle), roadworthy certificate (2nd hand goods only), where applicable: full trade-in valuation, used vehicle purchase invoice, VAT 264 form, trade-in NaTIS, bank settlement letter, release note if outside finance, only applicable to Retail Division files: manufacturer certificate, warranty documents (new cars), vehicle handover letter, dealer invoice, proof of payment, fitment certificates, supplier invoices, tax invoice, COF and waybill (commercial vehicles), fleet documents and automate report
- Client transaction records in respect of finance products, value-added products, and insurance products, as well as FAIS disclosure documents where applicable

Information Technology	• Computer software • Support and maintenance agreements • Records regarding computer systems and programs • All information related to the computer software and hardware
Property	• Asset registers • Lease agreements in respect of immovable property • Records regarding insurance in respect of movable property • Records regarding insurance in respect of immovable property
Miscellaneous	• Internal correspondence • Firm publications • Policies required in terms of applicable licensing requirements

8. **Categories of records which are available without request.**

No notices relating to Motus have been published by the Minister in terms of section 52(2) of PAIA.

Certain records are available without needing to be requested in terms of the request procedures set out in PAIA and detailed in paragraph 10 of this manual. This information may be inspected, collected, purchased, or copied (at the prescribed fee for reproduction) at the offices of Motus. Certain information is also available on Motus' website: www.motus.co.za

The records include:

- A detailed description of the business of Motus
- Key management team
- Intraday share price
- SENS announcements
- Motus pre-listing statement (2018)
- Motus investor presentations (published)
- Motus Integrated Reports (published)
- Motus Code of Ethics
- Supply Chain Code of Conduct
- Ethical and Responsible Business Conduct
- Safe and Healthy Operating Environment
- Employer of choice document
- Ensuring Well-being of consumers by providing high-quality products and services
- Motus BBBEE Certificate and Annexures
- Anti-Bribery and Corruption policies
- POPIA documentation (section 18 disclosure, glossary, privacy statement, cookie policy, website terms and conditions)

9. **The processing of personal information under POPIA**

9.1 The purpose of the processing

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

- to fulfil Motus' responsibilities to customers, employees, suppliers and other natural or juristic persons across our four business segments, as set out in paragraph 1 above.

- to comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions, and rules), voluntary and involuntary codes of conduct and industry agreements or to fulfil reporting requirements and information requests.
- to maintain employees', customers', and suppliers' records.
- to respond to customers/suppliers' enquiries and complaints.
- to inform customers of new products and/or services.
- for recruitment, employment and/or apprenticeship purposes.
- for general administration, financial and tax purposes.
- for legal or contractual purposes.
- for health and safety purposes.
- to secure and manage access to Motus' premises and facilities.
- to transact with Motus' suppliers and business partners.
- to help Motus improve the quality of its products and/or services.
- to detect, prevent and report theft, fraud, money laundering and other crimes. This may include the processing of special personal information, e.g., alleged criminal behaviour, or the supply of false, misleading, or dishonest information.
- to enforce and collect on any agreement when Motus needs to recover debts; and
- to identify products and services which might be of interest to data subjects and to inform them about Motus' products and services.

9.2 A description of the categories of data subjects and of the information or categories of information relating to those data subjects

Categories of data subjects	**Personal information processed**
Customers, potential customers, and previous customers	Personal information and special personal information including - name, identity number or passport number, date of birth, citizenship, residence status, telephone number(s), email address(es), income tax numbers, physical and postal addresses, financial information, and banking information.
	Customer vehicle information
	Customer contracts, motor plans and warranties
	Customer contact information
Motus' distributors, wholesale, retail, and rental franchises	Personal information of the dealer/partner/manager including - name, identity number, contact details
	Personal information of employees of the dealer/partner/manager including - name, identity number, contact details
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, and beneficiary information
	Pension and provident fund information

	Payroll records
	Physical access records
	Time and attendance records
	Video records
	Performance records and disciplinary procedures
	Employment contracts
	Disability information
	Electronic access records
	Training records
	Employment history, background checks and criminal checks
Suppliers / service providers	Supplier/service provider personal information including supplier contracts and bank details
	Personal information of supplier/service provider representatives including - name, identity number, contact details
Job applicants	Curriculum vitae and application forms
	Background and criminal record checks
	Employee education and psychometrics records
Visitors	Physical access records
	Electronic access records and scans
	Video records

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

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

- Motus Holdings Limited, its South African subsidiaries and their divisions, and any subsidiaries based in jurisdictions outside of South Africa.
- Motus authorised dealerships, rental companies, and motor-related financial services.
- any operators who perform services on behalf of Motus.
- any applicable medical aid funds, pension funds, provident funds, credit bureau, and/or recruitment companies.
- the Financial Sector Conduct Authority and the regulators appointed for the various financial sectors; and
- other industry regulators to comply with any regulation passed under the relevant legislation, or any legal process.

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

9.4 Planned transborder flows of personal information.

Motus will only transfer personal information across South African borders to foreign countries, if necessary to comply with legislation, the transfer is necessary for the conclusion or performance of a contract of which data subjects may be parties, protects the legitimate interest of the data subject, or is necessary for Motus 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 Motus will take steps to ensure that recipients of transborder personal information are bound by laws or agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of POPIA.

If Motus relies on the legitimate interest of a data subject, prior to transferring personal information cross border, it will conduct a legitimate interest assessment.

9.5 Security Safeguards

Motus 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.

10. Request procedure in terms of PAIA

Any individual or interested party (hereafter called requester) may in terms of Section 50 of PAIA request access to records held by Motus.

To request access to a record of Motus, a requester must complete the form annexed to this manual marked "Annexure A".

A requester must provide sufficient detail on the prescribed form to allow Motus to identify the record or records which have been requested and the identity of the requester. If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to Motus. The requester is also required to indicate the form of access to the relevant records that is required, and to provide his, her or its contact details in the Republic of South Africa.

The requester must identify the right that he, she or it is seeking to exercise by accessing records held by Motus and must explain why the particular record or records requested is or are required for the exercise or protection of that right.

Motus 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 access would result in the unreasonable disclosure of personal information about a third party, that it is necessary to protect the commercial information of a third party or of Motus itself, that it is necessary to protect the confidential information of a third party, that it is necessary to protect the safety of individuals or property, that a record constitutes privileged information for the purpose of legal proceedings,

and that it is necessary to protect the research information of a third party or Motus itself. Access to documents may also be refused based on professional privilege.

Motus is required to inform a requester in writing of its decision in relation to a request in the form of a reply as set out in Annexure C. If the requester wishes to be informed of Motus' decision in another manner as well, this must be set out in the request and the relevant details included, to allow Motus to inform the requester in the preferred manner.

Motus will decide 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. Motus will notify the requester if the 30-day period for processing a request is to be extended.

Where a request is refused, a 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.

A requester may only lodge an application to the Court after exhausting the Information Regulator complaints procedure. The requester may apply to the Court within 180 days of the decision of the Information Regulation in the prescribed manner and form for appropriate relief. The Court will determine whether the records should be made available or not.

11. **Fees payable**

The fees payable by requesters to enable 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:
	• flash drive (to be provided by requester)
	• compact disc
	  ○ 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:
	• flash drive (to be provided by requester)
	• compact disc
	  ○ 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 paragraph 3 of this manual will assist you if required.

12. **Other information as prescribed**

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

ANNEXURE A (FORM 2)

REQUEST FOR ACCESS TO A RECORD HELD BY MOTUS HOLDINGS LIMITED

Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

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.***

PARTICULARS OF PRIVATE BODY

Postal address	**Physical address**	**Information Officer contact details**	
The Information Officer	The Information Officer	Name	Brandon Cohen
PO Box 1719	79 Boeing Road East		
Edenvale	Jeppe Quondam	Tel No.	011 607 7300
1610	Bedfordview	Email	popia@motus.co.za
	2007		

MARK WITH AN X

☐ **Request is made in my own name** ☐ **Request is made on behalf of another person.**

1. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- 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				
Capacity in which request is made (*when made on behalf of another person*)				
Postal address				
Street address				
Email address				
Contact numbers	Tel		Fax	
	Cell			

Important:
If authorised under a resolution or power of attorney, provide the resolution or power of attorney with this request

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2. 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			

3. 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 space provided is inadequate, please continue 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	Reference number, if available

Any further particulars of record

4. TYPE OF RECORD

Mark the appropriate box with an X	
Record is in written or printed form	

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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	

5. 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	

6. 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)	

7. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue to 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 requested record is required for the exercising or protecting the aforementioned right

8. 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

9. 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.
Please indicate your preferred manner of correspondence.

Postal Address	**Facsimile**	**Electronic communication (*Please Specify*)**

Signed at _____ this _____ day of _____ 20 _____

_____
SIGNATURE OF REQUESTER/PERSON ON
WHOSE BEHALF REQUEST IS MADE

FOR OFFICIAL USE ONLY

Reference number:	
Request received by:	

DATE OF COMPILATION: 21 June 2021

DATE OF LAST REVISION: 27 June 2025

(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 ENTITIES COVERED BY THIS PAIA MANUAL	REGISTRATION NUMBER
1.	Motus Holdings Limited	2017/451730/06
2.	Auto Pedigree Proprietary Limited	1969/005581/07
3.	F&I Management Solutions Proprietary Limited	2008/004511/07
4.	Auto Pedigree Finance Products and Services Proprietary Limited	2004/035245/07
5.	Kaalfontein Yard Proprietary Limited	2006/023937/07
6.	Lereko Motors Proprietary Limited	2002/009777/07
7.	Llumar Films Proprietary Limited	2006/001769/07
8.	Motus Africa Proprietary Limited	2014/063620/07
9.	Motus Capital Proprietary Limited	2017/164032/07
10.	Motus Corporation Proprietary Limited	1969/002321/07
11.	Motus Group Limited	1983/009088/06
12.	Motus South Africa Investment (Proprietary) Limited	2000/017238/07
13.	Synapt Group Proprietary Limited	2015/064730/07
14.	Getworth Proprietary Limited	2016/084131/07

B2	MOTUS ENTITIES COVERED BY THEIR OWN PAIA MANUAL OR A DIVISIONAL PAIA MANUAL	REGISTRATION NUMBER
1.	58 Fleet Proprietary Limited	2016/438375/07
2.	Accordian Investments Proprietary Limited	2003/027086/07
3.	Golf and Utility Fleet SA (Proprietary) Limited	1972/002784/07
4.	Anvil Premium Finance Proprietary Limited	1998/001411/07
5.	Beekman Super Canopies Proprietary Limited	2005/014249/07
6.	Brietta Trading Proprietary Limited	2007/031442/07
7.	C2 Computer Investments Proprietary Limited	2005/036504/07
8.	Car Hire Brokers Proprietary Limited	1998/021881/07
9.	Dealernet Proprietary Limited	2002/008624/07
10.	Europcar South Africa (Proprietary) Limited	2017/243996/07
11.	Future Automobile Distributors Proprietary Limited	2012/037781/07
12.	Hyundai Automotive South Africa Proprietary Limited	1999/015934/07
13.	Motus Automotive Importers Proprietary Limited	1968/011636/07
14.	Kia South Africa Proprietary Limited	1968/003273/07
15.	Konvoi Proprietary Limited	2017/217199/07
16.	KUTS Automotive Outlet (Proprietary) Limited	2019/528546/07
17.	Liquid Capital Proprietary Limited	2001/012511/07
18.	Motor Compliance Solutions Proprietary Limited	2001/000890/07
19.	Motus Emerging Brand Importers (Proprietary) Limited	2000/027015/07
20.	Motor Happy Proprietary Limited	2014/020352/07
21.	Motus Vehicles Distributor Proprietary Limited	2001/006874/07
22.	M-Sure Mobility Fund Proprietary Limited	2013/171924/07
23.	M-Sure Financial Services Proprietary Limited	2002/022941/07
24.	National Automobile Parts Association Limited	1971/013578/06
25.	Niterra South Africa Proprietary Limited	2006/014122/07
26.	Paint Tech Maintenance Proprietary Limited	2010/003758/07
27.	Rhinoman Outdoor and Offroad Proprietary Limited	2013/130656/07
28.	SA Vehicle Maintenance Proprietary Limited	2000/009578/07
29.	Tempest South Africa (Proprietary) Limited	2017/232547/07

ANNEXURE C: (FORM 3)

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

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

Reference number: _____

TO: _____
_____
_____
_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive *(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 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)*	

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: _____

DATE OF COMPILATION: 21 June 2021

DATE OF LAST REVISION: 27 June 2025

Signed at _____ this _____ day of _____ 20 _____

_____

Information officer

ANNEXURE D (FORM 5)

INFORMATION REGULATOR (SOUTH AFRICA)
Ensuring protection of your personal information and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at https://www.justice.gov.za/inforeg/.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them**:
   a. Copy of the form to the Body requesting access to records.
   b. The Body's response to your complaint or access request.
   c. Any other correspondence between you and the Body regarding your request.
   d. Copy of the appeal form, if your compliant relate to a public body.
   e. The Body's response to your appeal.
   f. Any other correspondence between you and the Body regarding your appeal.
   g. Documentation authorizing you to act on behalf of another person (if applicable).
   h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT (Mark with an "X")

☐ Complainant Personally

☐ Representative of Complainant

☐ Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY				
Received by: (Full names)				
Position				
Signature				
Complaint accepted	*Yes*		*No*	
Reference Number				
Date stamp				

Postal address	Facsimile	Other electronic communication *(Please specify)*

PART A **PERSONAL INFORMATION OF COMPLAINANT**				
Full Names				
Identity Number				
Postal Address				
Street Address				
E-Mail Address				
Contact numbers	Tel. (B)		Facsimile	
	Cellular			

PART B **REPRESENTATIVE INFORMATION** *(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)*	
Full Names of Representative	
Nature of representation	
Identity Number / Registration Number	
Postal Address	
Street Address	
E-mail Address	

DATE OF COMPILATION: 21 June 2021

DATE OF LAST REVISION: 27 June 2025

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PART C **THIRD PARTY INFORMATION** *(Please attach letter of authorisation)*				
Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				
Postal Address				
Street Address				
E-mail Address				

Contact Numbers	Tel. (B):		Facsimile	
	Cellular			

PART D **BODY AGAINST WHICH THE COMPLAINT IS LODGED**				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given *(if any)*				

PART E **COMPLAINT** *Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)*	
Date on which request for access to records submitted.	

DATE OF COMPILATION: 21 June 2021

DATE OF LAST REVISION: 27 June 2025

Please specify the nature of the right(s) to be exercised or protected, if a compliant is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				

PART F
DETAILED TYPE OF ACCESS TO RECORDS
(Please select one or more of the following to describe your complaint to the Information Regulator)

Unsuccessful appeal (Section 77A(2)*(a)* or section 77A(3)*(a)* of PAIA)	*I have appealed against the decision of the public body and the appeal is unsuccessful.*	
Unsuccessful application for condonation (Sections 77A(2)*(b)* and 75(2) of PAIA)	*I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.*	
Refusal of a request for access (Section 77A(2)*(c)*(i) or 77A(2)*(d)*(i) or 77A(3)*(b)* of PAIA)	*I requested access to information held by a body and* that *request was refused or partially refused.*	
The body requires me to pay a fee, and I feel it is excessive (Sections 22 of 54 of PAIA)	*Tender or payment of the prescribed fee.*	
	The tender or payment of a deposit.	
Repayment of the deposit (Section 22(4) of PAIA)	*The information officer refused to repay a deposit paid in respect of a request for access which is refused.*	
Disagree with time extension (Sections 26 or 57 of PAIA)	*The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension, or a time extension taken to respond to my access request.*	
Form of access denied (Section29(3) or 60*(a)* of PAIA	*I requested access in a particular and reasonable form and such form of access was refused.*	
Deemed refusal (Section 27 or 58 of PAIA)	*It is more than 30 days since I made my request, and I have not received a decision.*	
	Extension period has expired, and no response was received	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	*Records (that are subject to the grounds for refusal of access) have inappropriately/ unreasonable been disclosed.*	

No adequate reasons for the refusal of access (Section 56(3)*(a)* of PAIA)	*My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.*	
Partial access to record (Section28(2) or 59(2) of PAIA)	*Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed*	
Fee waiver (Section 22(8) or 54(8) of PAIA)	*I am exempt from paying any fee and my request to waive the fees was refused*	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	*The Body indicated that some or all of the requested records do not exist, and I believe that more records do exist*	
Failure to disclose records	*The Body decided to grant me access to the requested records, but I have not received them.*	
No jurisdiction (exercise or protection of any rights) (Section 50(1)*(a)* of PAIA)	*The Body indicated that the requested records are excluded from PAIA, and I disagree*	
Frivolous or vexatious request (Section 45 of PAIA)	*The Body indicated that my request is manifestly frivolous or vexatious and I disagree*	
Other (*Please explain)*		

PART G **EXPECTED OUTCOME** **How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.**

PART H **AGREEMENTS**

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

☐ *I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.*

☐ *The information in this Complaint Form is true to the best of my knowledge and belief.*

☐ *I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.*

DATE OF COMPILATION: 21 June 2021

DATE OF LAST REVISION: 27 June 2025

☐ *I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*

☐ *If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise, my complaint could experience a delay or even be closed.*

Signed at _____ this _____ day of _____ 20 _____

_____

Complainant/Representative/Authorised person of Third party