

## PAIA MANUAL

**Scania Finance Southern Africa (Pty) Ltd**  
**Registration Number 2000/025215/07**

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

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### **SCANIA FINANCE SOUTHERN AFRICA (PTY) LTD**

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**Scania Finance Risk and Compliance**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>"IO"</b>	Information Officer
1.2	<b>"Minister"</b>	Minister of Justice and Correctional Services;
1.3	<b>"PAIA"</b>	Promotion of Access to Information Act No. 2 of 2000
1.4	<b>"POPIA"</b>	Protection of Personal Information Act No.4 of 2013;
1.5	<b>"Regulator"</b>	Information Regulator
1.6	<b>"Republic"</b>	Republic of South Africa
1.7	<b>"Guide"</b>	Regulator's guide
1.8	<b>"Manual"</b>	This document
1.9	<b>"Information Officer"</b>	Term generally includes Deputy Information Officers

## 2. APPLICABILITY OF THIS MANUAL

This manual is issued on behalf of Scania Finance Southern Africa (Pty) Ltd and all its subsidiaries or companies in which it directly or indirectly holds shares in

## 3. PURPOSE OF PAIA MANUAL

**This Manual is useful for the public to-**

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2 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;
- 3.3 know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6 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;

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- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 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
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SCANIA FINANCE SOUTHERN AFRICA (PTY) LTD

### 4.1. Information Officer

Name: Botshelo Bogoma  
Tel: +27 87 286 6762  
Email: [Botshelo.Bogoma@scania.com](mailto:Botshelo.Bogoma@scania.com)

### 4.2. Access to information general contacts

Email: [Botshelo.Bogoma@scania.com](mailto:Botshelo.Bogoma@scania.com)

### 4.3. National or Head Office

Postal Address: P O Box 17631  
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Telephone: +27 87 286 6707  
Email: [Botshelo.Bogoma@scania.com](mailto:Botshelo.Bogoma@scania.com)  
Website: [www.scania.co.za](http://www.scania.co.za)

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## 5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1. 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.
- 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-
    - 5.3.2.1. the Information Officer of every public body, and
    - 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 5.3.3. the manner and form of a request for-
    - 5.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 5.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

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- 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. 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-
  - 5.3.6.1. an internal appeal;
  - 5.3.6.2. a complaint to the Regulator; and
  - 5.3.6.3. 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;
- 5.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

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- 5.3.10. the regulations made in terms of section 92<sup>11</sup>
- 5.4. 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.
- 5.5. The Guide can also be obtained-
- 5.5.1. upon request to the Information Officer;
- 5.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoleg/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 4.6.1 English
- 4.6.2 Afrikaans

## 6. CATEGORIES OF RECORDS OF SCANIA FINANCE SOUTHERN AFRICA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Regulatory record	PAIA Manual	X	X
Regulatory record	Privacy Statement	X	X
Regulatory record	Information Officer Appointment Certificate	X	X

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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Scania Finance Southern Africa (Pty) Ltd is an Authorized Financial Services Provider FSP no 48377

## 6. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SCANIA FINANCE SOUTHERN AFRICA (PTY) LTD AND ALL COMPANIES IT DIRECTLY AND INDIRECTLY HOLDS SHARES

Subjects on which the body holds records	Categories of records
Strategic Documents	<ul style="list-style-type: none"> <li>- Annual Reports</li> <li>- Strategic Plans</li> <li>- Annual Performance Plans</li> <li>- Annual Budget</li> <li>- Proposals</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised Posts</li> <li>- Employees Records</li> <li>- Employees Remuneration Packages</li> <li>- Employees Medical Aid Information</li> <li>- Job Applicants Information</li> <li>- Employees Training Schedules</li> <li>- Employees Educational Development Information</li> <li>- Employee Tax Records</li> </ul>
Secretarial	<ul style="list-style-type: none"> <li>- Board Meeting Minutes</li> <li>- Annual General Meeting Minutes</li> <li>- Board resolutions</li> <li>- Directors Personal Records</li> <li>- Company Secretaries Personal Records</li> <li>- Register of Directors</li> <li>- Register of Auditors</li> <li>- Register of Company Secretaries</li> <li>- Company Incorporation Documents</li> <li>- Securities and Asset Registers</li> <li>- Annual returns</li> </ul>
Governance	<ul style="list-style-type: none"> <li>- Policies and Procedures</li> <li>- Internal Processes</li> <li>- Instructions</li> <li>- Guidelines</li> </ul>
Finance and Business Support Department	<ul style="list-style-type: none"> <li>- Suppliers and Dealership Invoices</li> <li>- Financial Statements</li> <li>- Tax Records</li> </ul>

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Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> <li>- VAT records</li> <li>- Natis documents</li> <li>- Customer and suretyship contracts</li> <li>- Yearly budget</li> <li>- Bank Reconciliations</li> </ul>
Credit and Legal Department	<ul style="list-style-type: none"> <li>- Customer application forms</li> <li>- Customer bank statements</li> <li>- Customer management accounts</li> <li>- Customer financial statements</li> <li>- Suretyship contracts</li> <li>- Sureties personal information</li> <li>- Customer Credit record</li> <li>- Customer payment history</li> </ul>

## 7. DESCRIPTION OF THE RECORDS OF SCANIA FINANCE SOUTHERN AFRICA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Incorporation Documents	Companies Act 71 of 2008
Board Minutes and Resolutions	Companies Act of 71 of 2008
Tax Records	Income Tax Act No 95 of 1967
Vat Records	Value Added Tax Act No 89 of 1991
Customer and Supplier Records	National Credit Act No 34 of 2005 Financial Intelligence Centre Act
Financial Services Provider Certificate	Financial Advisory and Intermediary Services Act No 37 of 2002
BBBEE Certificate	Broad –Based Black Economic Empowerment Act

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## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

- 8.1.1 For the performance of a contract and to offer products and services
- 8.1.2 Where it is necessary to comply with applicable legal obligations
- 8.1.3 For a legitimate interest

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Representatives of customer/ Prospective customers	Name, address, telephone number and personal or personalized email address, ID number or passport number and driver's license information, date of birth, gender, job titles and marital status, insurance account numbers, tax or governmental identifiers, bank accounts, payments and tax status, contracts information relating to those contracts including contract terms and disputes, contract information you might have with other individuals or companies, identification documents information and information on passports, utility bills, identity cards and signatures; suppliers, creditors and debtors' names, contact information and Identity or registration numbers, contract information and terms where applicable; advisors, those appointed by you including lawyers, accountants and financial advisors' names, contact numbers, email addresses; business information including property and assets owned by you, transactions, amounts paid or owed, and accounting records, company registration documents information; previous and current credit records held with any credit bureau or credit reference agency, credit checks, screening results, financial information, company organograms and structure, Shareholders/members/trustee information including their telephone number, addresses, full names and in some cases, marital statuses. Communications with us, including those you send to us and receive from us, and details of any claims, letters, emails, SMS, MMS, social media communication/posts and other electronic communication (which may in some cases include audio recording of telephone conversations);

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Categories of Data Subjects	Personal Information that may be processed
	telematics and other vehicle information of any vehicles financed by us
Employees	Personal identifiers such as name, employee number, address, telephone number and personal or personalized email address, ID number or passport number and driver's license information; date of birth, gender, job titles and marital status; bank accounts and tax number; work records, which may include job titles, work history, professional memberships, education and professional records/qualifications; Previous employment details (Company names, positions held, salary scale, contact references and reporting lines); Education and skills information (educational institutions, courses undertaken, training, completion period and grades, certificates etc.); social and family information such as partner/spouse name, civil status, other relationship information (e.g. children's name, parents name, sibling) etc. Next of kin information (name, contact numbers and physical addresses); beneficiary information (Name, ID number, contact information and physical address); body descriptive data, such as shoe size, clothing size etc. employee number, system log in detail and vehicle registration details; Medical aid information limited to medical aid number, plan and provider; any publicly available information; medical certificate, children's information, criminal records, health and special information to the extent that it is lawfully required i.e. ethnic origin, union membership, date of work environment related medical examinations, medical classifications, disability, health insurance data etc.; leaves, vacations and working hours, such as leave of absence, sick leave, vacation, working shift, flexible hours, additional hours, as contract type, employment history, employment start/end dates, personnel category (blue/white collar) etc. etc., Behavioural and performance data, such as personality test results, job reviews, performance evaluation, misconduct reports etc., financial data, such as salary, compensations, benefits, bonus etc, professional

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Categories of Data Subjects	Personal Information that may be processed
	experience, such as profession, previous job positions, professional history, reference letters, professional membership etc,
Prospective Employees	CV or resume, which may include amongst others, Name, ID number, contact number, email address, physical address, driver's license information, passport information previous employment and educational institutions details, salary scales; Previous employment details; Education information (qualifications, educational institutions, courses undertaken, completion period and grades); Professional memberships; any other publicly available information; Any other information that the job seeker submits as per the CV or resume
Suppliers or business partners or their representatives (including prospective)	Supplier and/or representative, ultimate beneficial owner, shareholder's Name, ID number, registration number, contact numbers, operating address, physical address, email address; Information as per the company registration documents; Tax and VAT number; Employment titles or organizational structure information including shareholding percentage; Information submitted to us as per the supplier invoice which includes bank accounts information; information similar to what we hold about customers, to the extent that it applies to this category of data subjects

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Names, identity number, contact details, account information, payment patterns, credit agreements and other information that the respective regulator may request	National Credit Regulator Financial Services Board Financial Intelligence Centre Information Regulator

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Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Personal information to the extent that the auditors require	Internal and external Auditors
Finance Application form information and all supporting documents for purposes of credit assessment and internal approval mandates	Scania CV AB and Group Companies
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Any other information that is requested, and that we are obliged to lawfully disclose	Other Applicable Regulatory Bodies
All categories of personal information the organization holds	Scania CV AB and group companies
Customer and supplier personal information as mentioned in 8.2 and in line with consent and/or purpose. More information can be found on our Privacy Statement (see link under section 10)	Suppliers, business partners and group companies

#### 8.4 Planned trans-border flows of personal information

By default personal information may be accessed by our employees based in Kenya, Botswana, Zambia, Tanzania and Namibia, using password verification to the servers on the basis of their employment with us and due to them having access to the same servers we do in South Africa. Employees in South Africa may also access your personal information while they are in those countries. This is mainly done to:

Follow your instructions or request

- Follow the data subject's instruction
- Comply with a legal or contractual obligation;
- Provide you with services you are using or accessing whilst you situated outside the Republic of South Africa and all respective countries we operate in; or
- Provide information to our agents, advisors and/or fellow group companies who we use to help administer accounts or contracts we have with data subjects and internal projects.

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## 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Scania Finance Southern Africa (Pty) Ltd has implemented reasonable technical and organizational measures for the protection of personal information processed within the organization and shall ensure that its operators are bound to implement such reasonable and organizational measures when processing personal information on behalf of the organization.

Scania Finance continuously implements and monitors technical and organizational security measures to protect personal information held by the organization against unauthorized access, as well as accidental or wilful manipulation, loss or destruction.

Where we do transfer information outside of the Republic of South Africa, we will take appropriate measures with the aim of ensuring that it is protected in the same way as if it was processed within the Republic and all countries we operate in. To that end, we will ensure one or more of the following safeguards:

- Transfer it to a country outside the Republic of South Africa or where we currently operate in, but which has privacy laws that give the same or a comparable level of protection as those within the Republic of South Africa;
- Put in place a contract with the recipient of the data which requires them to protect it with the same standards as those within the Republic of South Africa; or
- Same internal corporate governing rules will apply

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 under this web link

<https://www.scania.com/content/dam/scanianoe/market/za/SFZPAIAMANUALN.EW.PDF>

9.1.2 head office of Scania Finance Southern Africa (Pty) Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

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9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made. Refer to Appendix 2 for fees schedule

## 10. OTHER RELEVANT INFORMATION AND DOCUMENTS

Form to request access to records under PAIA is attached to this document as Appendix 1

Privacy Statement as per the Protection of Personal Information Act, 2013 (POPIA)  
<https://www.scania.com/content/dam/scanianoe/market/za/SFZPrivacyStatementFinal.pdf>

Online portal for Data Subject Requests in terms of POPIA  
<https://asterportal.scania.com/webform/179c2fa7-9a36-4c9a-9c5a-bab90ceaf854/5dff312d-5524-4550-ae99-92fa8ed739f8>

To challenge the decision of the Information Officer regarding refusal of access, a complaint to the Regulator must be made in writing, either manually or online by completing a Form 5 which can be downloaded from the Regulator's website, <https://www.justice.gov.za/inforeg/>

## 11. UPDATING OF THE MANUAL

The Information Officer of Scania Finance Southern Africa (Pty) Ltd will on a regular basis update this manual.

### *Issued by*

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**Botshelo Bogoma**  
**Information Officer**

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