

MHW PARASOL (PTY) LTD
Reg. 2024 / 789860 / 07
("Motorhome-World Parasol")

PROMOTION OF ACCESS TO INFORMATION MANUAL
(PAIA MANUAL)

**MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT, 2000 (as amended)**


Promotion of Access to Information Act Manual

AUTHORISATION

The Promotion of Access to Information Act Manual (PAIA Manual) is a living document. This PAIA Manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the PAIA"). It contains information about Motorhome-World Parasol and the procedure and processes for requesting access to the records of the Motorhome-World Parasol.

This PAIA Manual is applicable with immediate effect from the date of signature of the Information Officer:

Compiled By			
Name in Block Letters			
Signature		Date	
Reviewed & recommended by	Chief Executive Officer		
Name in Block Letters	Sibusiso Mbonambi		
Signature	DocuSigned by:  7573FDC20F8E4AE...	Date	8/14/2026



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1. INTRODUCTION

- 1.1. This PAIA Manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the PAIA ") and addresses the requirements of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). It contains information about Motorhome-World Parasol and the procedure and processes for requesting access to the records of Motorhome-World Parasol. It contains all the relevant forms that need to be completed when the requester needs access to records held by Motorhome-World Parasol.
- 1.2. The Act seeks, amongst others, to give effect to the constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any constitutional right. The constitutional right of access to information is enshrined in the Bill of Rights, in section 32 of the Constitution, 1996 ("the Constitution").
- 1.3. The objects of the Act are set out in section 9, and include the following:
 - 1.3.1. to give effect to the constitutional right of access to any information held by the State, and any information that is held by another person and that is required for the exercise or protection of any rights.
 - 1.3.2. to give effect to the right of access to information subject to the justifiable limitations, including but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient, and good governance, and in a manner which balances that right with any other rights, including the rights in the Bill of Rights in Chapter 2 of the Constitution.
- 1.4. The PAIA requires public and private bodies to compile manuals that provide information on the types and categories of records held by such public and private bodies. Motorhome-World Parasol is a private body as described under the definition of "private body" in section 1 of the PAIA.
- 1.5. In realisation of these constitutional rights, the PAIA specifically requires:
 - 1.5.1. All private bodies with the responsibility to facilitate public access to information/record(s) under their custody;
 - 1.5.2. Provide procedures for the public to exercise their constitutional right to information as swiftly, inexpensively, and as effortlessly as is reasonably possible;
 - 1.5.3. Stipulates mechanisms that private bodies must put in place, to facilitate access to such information by members of the public; and
 - 1.5.4. Outlines conditions under which restricted access applies, including those records relating to personal, commercial, financial, technical, or scientific information about a third party, information which may affect court or police proceedings, e.g., police dockets in bail proceedings and certain categories of information about the South African Revenue Services.
- 1.6. There are undoubtedly limitations to public realisation of the rights as stipulated in section 36 of the Constitution and sections 33 to 45 of the PAIA, respectively.
- 1.7. In compliance with the statutory requirements of the PAIA and to contribute to the promotion of transparency, accountability, and effective governance, Motorhome-World Parasol has produced a manual as a mechanism to facilitate public access to information/record(s) under its custody.



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- 1.8. It is hoped that this manual will serve as an effective platform/tool to provide the public with relevant information to enable them to exercise their right to access information under the custody of Motorhome-World Parasol.

2. TERMS AND ABBREVIATIONS:

TERM	DEFINITION
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The Promotion of Access to Information Act

The Promotion of Access to Information Act, No. 2 of 2000 (hereinafter referred to as "the PAIA" is the national legislation which was enacted to give effect to the constitutional right of access to information. The PAIA came into operation on 9 March 2001, with the exception of sections 10, 14, 15 and 51, which came into operation on 15 February 2002.

ABBREVIATIONS	DEFINITION
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BEE	Black Economic Empowerment
CCTV	Closed-Circuit Television
CV	Curriculum Vitae
DIO	Deputy Information Officer
FICA	Finance Intelligence Centre Act
IO	Information Officer
IT	Information Technology
PAIA	Promotion of Access to Information Act No.2 of 2000
POPIA	Protection of Personal Information Act No.4 of 2013
Regulator	Information Regulator
SAHRC	South African Human Rights Commission

3. PARTICULARS IN TERMS OF SECTION 14

3.1. MOTORHOME-WORLD PARASOL'S STRUCTURE AND OBJECTS

3.1.1. *Motorhome-World Parasol is a private body, incorporated in terms of the Companies Act 71 of 2008.*

3.1.2. The Chief Executive Officer is responsible for the strategic management of Motorhome-World Parasol and reports directly to the Board of Directors on the implementation of governance. Motorhome-World Parasol forms part of the Nomadii Group of companies.

3.1.3. The executive team of Motorhome-World Parasol is accountable to the Board of Directors and, in respect of Nomadii Group-wide matters, works together with the other Nomadii Group entities under shared group governance arrangements.

3.1.4. *The objects of Motorhome-World Parasol are set out in the Memorandum of Incorporation as follows:*



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3.1.5. The principal objects of the Company are to:

- a) Manufacture, assemble and convert motorhomes, camper vehicles and related products;
- b) Sell recreational vehicles, vehicle accessories and related equipment;
- c) Provide vehicle servicing, repairs, maintenance and warranty administration;
- d) Support customers through technical, product and after-sales services;
- e) Conduct marketing, sales and distribution activities relating to recreational vehicles and associated products;
- f) Acquire, hold, lease, manage and dispose of assets necessary for the operation of the business; and
- g) Carry on any lawful business activity incidental or ancillary to the attainment of the above objectives.

3.2. CONTACT DETAILS

3.2.1. MOTORHOME-WORLD PARASOL'S INFORMATION OFFICER

In terms of the Act, a request for access to information must be made to the Information Officer of the private body. The Information Officer of Motorhome-World Parasol is the Chief Financial Officer as mandated by the Act (unless the CEO designate a person to be a Deputy Information Officer in terms of section 56 of POPIA).

Full Names	Nontobeko Vellah
Telephone number	011 395 1020
Email address	nontobeko@bobocampers.com

3.3. CONTACT DETAILS OF MOTORHOME-WORLD PARASOL

The main offices of Motorhome-World Parasol are situated at 32 Stanley Road, Norton's Home Estates, Benoni, 1501 where all the divisions are based.

Physical Address:

32 Stanley Road
Nortons Home Estates
Benoni
1501
Tel: (+27) 011 395 1020
Fax: N/A
E-mail: info@motorhome-world.com
Website address:
www.motorhome-world.com

Registered Address:

32 Stanley Road
Nortons Home Estates
Benoni
1501

Postal Address:

PO Box, 4185
Kempton Park
1620

4. GUIDE ON HOW TO USE THE PAIA AND HOW TO GAIN ACCESS TO THE GUIDE

- 4.1. As of 1 July 2021, the Information Regulator assumed the functions of the South African Human Rights Commission ("SAHRC") and is responsible for PAIA and POPIA queries.
- 4.2. As part of its functions, the Information Regulator has published a guide on how to use PAIA and POPIA in the new dispensation.



4.3. In terms of section 10 of the PAIA, the Information Regulator has compiled a guide on the use of the PAIA, which can be obtained from the Information Regulator at the following address:

4.3.1. The Information Regulator

Physical Address:

Woodmead North Office Park
54 Maxwell Drive
Woodmead

2191

Tel: 010 023 5200

Fax: 086 500 3351

E-mail: enquiries@inforegulator.org.za

Website address:

<https://inforegulator.org.za/>

Postal Address:

PO Box 31533
Braamfontein
2017

5. SERVICES AVAILABLE

5.1. Motorhome-World Parasol provides services in terms of its mandate as contemplated in the Companies Act, 71 of 2008, which includes but is not limited to:

5.1.1. Motorhome manufacturing and camper conversions

5.1.2. Vehicle and accessory sales

5.1.3. Warranty administration, service and repairs, customer support, and finance referrals

5.2. How to gain access to these services: -

5.2.1. The services can be accessed by any interested person, member of the public, organisation or institution, depending on the information required, and provided that the information to be accessed was not submitted and determined to be confidential by Motorhome-World Parasol in consideration of the relevant legislation and regulations, as follows: -

a) Applying for any of the activities in the reserved usage solely by Motorhome-World Parasol.

b) Lodging complaints with the Motorhome-World Parasol.

c) More information on the services available at Motorhome-World Parasol can be accessed as follows: -

a) By visiting Motorhome-World Parasol's website at www.motorhome-world.com;

b) By visiting the Motorhome-World Parasol's head office is located at:

32 Stanley Road
Nortons Home Estates
Benoni

1501

d) Telephonic contact with Motorhome-World Parasol for inquiries at (+27) 011 395 1020.

6. ACCESS TO RECORDS HELD BY THE MOTORHOME-WORLD PARASOL

6.1. CATEGORIES OF RECORDS HELD BY THE MOTORHOME-WORLD PARASOL



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The Motorhome-World Parasol holds the following records, in terms of Section 50 of the PAIA:

6.1.1. Automatic Disclosure

Information on the following subjects is available without a formal PAIA request on the Motorhome-World Parasol's website and brochures:

- a) General information about Motorhome-World Parasol;
- b) Publications;
- c) Corporate Calendar;
- d) Safety Promotions;
- e) Motorhome-World Parasol Corporate High-Level Structure
- f) Notices and Application Forms;
- g) Accident reports;
- h) Occurrence Reports;
- i) Tenders;
- j) Manuals/Guides;
- k) Fees;
- l) Annual Reports.
- m) Vehicle and VIN records;
- n) Warranty records;
- o) Service history records;
- p) Consumer complaint records;
- q) Vehicle sales records;
- r) CCTV records;
- s) Email and electronic communication records.

6.1.2. In addition to the above, the information below must be formally requested from the IO and, therefore, is not readily available. It must be noted that this is merely an application to request the information, and the request must be duly interrogated by the IO before a decision is made. The following is a list of information that must be requested by way of application. The list is not exhaustive and contains major categories:

- a) Board, Board Committees, Executive Committee and Management Committee minutes and meetings;
- b) Board and Committees' attendance register;
- c) Executive Committee Submissions;
- d) PAIA Applications;
- e) Gifts Register;
- f) Ethics Survey Report;
- g) Declaration of interest for Board members;
- h) Motorhome-World Parasol Policies;
- i) Board Performance Agreements & evaluations
- j) Collective agreements;
- k) Employment Equity Plans;
- l) Procurement and tender matters;
- m) Tender award and supply chain management records;
- n) Business Continuity Plan and Reports; and
- o) Biometric information such as photographs, CCTV footage.

7. THE REQUEST PROCEDURE

7.1. Access to the information listed above shall be requested by:

7.1.1. Completing the prescribed form attached as Annexure 2 ("request form");



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- 7.1.2.** Payment of the prescribed fee;
- 7.1.3.** Notwithstanding the above, a requester who seeks access to a record containing personal information about themselves is not required to pay the request fee;
- 7.1.4.** After the IO has decided on the request, the requester must be notified of such a decision;
- 7.1.5.** The requester must indicate if the request is for a copy of the record or if the requester wants to inspect the records at Motorhome-World Parasol's office;
- 7.1.6.** Access to the aforesaid information will only be granted to the requester in a manner requested, unless such manner would unreasonably interfere with the running and operation of Motorhome-World Parasol or damage its records or infringe its copyright;
- a) If, for practical reasons, access cannot be given in the requested manner but in an alternative manner, then the access fee will be calculated according to the manner that the requester has requested.
 - b) If the requester is unable to read or write, or has a disability, then they can make the request for the record orally, in which event the IO will complete the form on behalf of such requester and furnish the requester with such completed form.
 - c) The requester must clearly indicate on the request form if:
 - a) they wish to be informed of the outcome of their request telephonically or in any other manner; and
 - b) the capacity in which the request is made, in the event the information is requested on behalf of somebody else.
 - d) If a person wishes to request access to a record belonging to any of the above categories of records, such person must complete the request form. Forms can also be obtained as follows:
 - a) Motorhome-World Parasol website (www.motorhome-world.com) or by sending mail to nontobeko@bobocampers.com.
 - e) A requester must submit the completed form, together with the request fee and proof of payment thereof (if applicable), to the IO at the postal address, facsimile or e-mail address set out in section 3 of this Manual. The completed form must contain enough and clear details to enable the IO to identify what the request is for, like:
 - a) The record(s) the requester is requesting;
 - b) The identity of the requester;
 - c) Which form of access the requester desires; and
 - d) The postal address, email address or facsimile (fax) number of the requester.
- 7.1.7.** If the requester is making the request on behalf of another person, he/she must submit satisfactory proof of the capacity in which he/she is making such a request.
- 7.1.8.** Notwithstanding the above, access to a record is not automatic, and the requester will be required to comply with all the Act's requirements relevant to a request. A copy of the Act is available and accessible at Motorhome-World Parasol's website. The requester shall be notified of the outcome of the application,



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as soon as possible, within at least 30 (thirty) days upon receipt of a request, in the manner indicated by the requester on the request form.

- 7.1.9.** Any person, unable to read or write, may make an oral request to Motorhome-World Parasol, or may request any official in the employ of Motorhome-World Parasol to transcribe his/her request for access to information.

8. PERSONAL INFORMATION

8.1. Collection and Processing by Motorhome-World Parasol of Personal Information

- 8.1.1.** Motorhome-World Parasol takes the privacy and protection of personal information very seriously and will only collect and process personal information in accordance with the applicable South African law governing the protection of personal information and to fulfil its mandate in terms of law. To this end, personal information will be collected and processed in accordance with the conditions for lawful processing of personal information as provided by POPIA. Without deviating from the generality of the preceding, the collection and processing of personal information by Motorhome-World Parasol will include, but will not be limited to, ensuring that: -

- a) The conditions for lawful processing of personal information are satisfied;
- b) Processing of personal information is conducted lawfully, for necessary and not excessive purposes, in a manner that protects the legitimate interests of the data subject(s) and does not infringe on their rights;
- c) Personal information is only processed with the consent of the data subject (or competent person where the data subject is a minor). Such consent is revocable at any time, and at such point, Motorhome-World Parasol will cease processing the personal information: Provided that personal information may be processed without consent for a lawfully recognised purpose as specified in POPIA;
- d) Further processing of personal information will be compatible with the original purpose for which it was collected, as determined by factors such as the nature of the information concerned, possible consequences of further processing on the data subject, the manner in which the information was collected, and contractual rights and obligations existing between Motorhome-World Parasol and the data subject;
- e) Reasonably practicable measures are taken to ensure that the personal information provided is accurate, complete and not misleading. In this regard, the purpose for which the personal information is collected or further processed will determine what is reasonably practical under the circumstances; and
- f) The data subjects are allowed to exercise their rights under POPIA regarding their personal information.
- g) Motorhome-World Parasol will secure the integrity and confidentiality of a data subject's personal information in its possession or under its control.
- h) Any operator, employee, agent, or contractor processing a data subject's personal information on behalf of Motorhome-World Parasol or an operator, processing such information will do so only with the knowledge or authorisation of Motorhome-World Parasol, and will treat the personal information as confidential and ensure that it does not disclose it unless required by law or in the course of the proper performance of their duties.
- i) Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by an unauthorised person, Motorhome-World Parasol will notify the Information Regulator and the data subject where the identity of the latter can be established. Motorhome-World Parasol will only delay notification of the data subject if a public body responsible for the prevention, detection or investigation of offences or the Information



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Regulator determines that such notification will impede a criminal investigation by the public body concerned.

- j) A data subject, having provided adequate proof of identity, is afforded the right to request Motorhome-World Parasol to confirm, free of charge, whether or not Motorhome-World Parasol holds personal information about the data subject, and may request the record or a description of the personal information about the data subject held by Motorhome-World Parasol, including information about the identity of all third parties who have or have had access to the personal information of the data subject.

8.2. Purposes for the Processing of Personal Information by Motorhome-World Parasol

8.2.1. Motorhome-World Parasol will process personal information for a variety of purposes in terms of the law, including but not limited to the following:

- a) To maintain customer records;
- b) For recruitment purposes;
- c) For employment purposes;
- d) To render efficient services to customers;
- e) To provide value-added services to customers;
- f) For the provision of health services and wellness advice to employees;
- g) For maintenance of Motorhome-World Parasol accounts and financial records;
- h) To support and manage Motorhome-World Parasol employees;
- i) For the use of technology to safeguard Motorhome-World Parasol assets;
- j) To assess and process claims;
- k) To detect and prevent fraud, corruption and other crimes;
- l) For market research and statistical analysis;
- m) For compliance with legal and regulatory requirements;
- n) To verify the identity of the data subject;
- o) For travel purposes;
- p) For general administration, financial and tax purposes;
- q) For legal and contractual purposes;
- r) To monitor access to, secure and manage Motorhome-World Parasol premises and facilities;
- s) To help improve the quality of Motorhome-World Parasol services;
- t) To recover debt;
- u) To carry out analysis and customer profiling;
- v) For law enforcement and audit purposes and
- w) To fulfil its mandate in terms of the law.

In its capacity as a motorhome manufacturer, camper converter, and vehicle and accessory seller, Motorhome-World Parasol also processes vehicle information, including VIN records, warranty records, service histories, and records relating to consumer complaints.

8.3. Data Subjects whose Personal Information is processed by Motorhome-World Parasol

8.3.1. The personal information of the following categories of data subjects is processed:

- a) Members of the Board of Directors;
- b) Members of the Executive;
- c) Employees, interns, and prospective employees of Motorhome-World Parasol;
- d) Consultants;
- e) Complainants & enquirers;
- f) Trustees of Motorhome-World Parasol Provident Insurance Funds;
- g) Directors, Executives and Employees of subsidiary companies;
- h) External contractors;



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- i) Suppliers and service providers;
- j) Customers and their employees;
- k) Individuals captured by CCTV images/video;
- l) Individuals who have indicated an interest in Motorhome-World Parasol services;
- m) Beneficiaries of Motorhome-World Parasol's Corporate Social Investment initiatives;
- n) Data subjects implicated in Motorhome-World Parasol investigations; and
- o) Operators.

8.4. Personal Information processed by Motorhome-World Parasol

8.4.1. Motorhome-World Parasol processes the following personal information and special personal information relating to the following categories of data subjects, including but not limited to: -

CATEGORY OF DATA SUBJECTS	TYPES OF INFORMATION PROCESSED
Individuals (Clients and potential Clients)	Name, surname, South African identity number or passport number, date of birth, age, marital status, citizenship, gender, race, telephone numbers, email address, physical and postal addresses, income tax number, financial information, banking information including account numbers, FICA documentation, CCTV images.
Juristic Persons (Corporate clients)	Entity name, registration number, tax-related information, contact details of representatives, banking information, including account numbers, and FICA documentation.
Board Members	Identity numbers, names, gender, race, FICA documentation, CCTV images, and biometric data.
Employees, potential employees, new recruitments	Name, surname, South African identity number or other identifying number, contact details, physical and postal address, date of birth, age, marital status, race, gender, disability, information, employment history, criminal background checks, CVs, education history, banking details, income tax reference number, remuneration and benefit information, health information, details related to employee performance, disciplinary procedure information, CCTV images, biometric data.
Service providers, including outsourced or hosted services, auditors, etc.	Company registration details, identity numbers, BEE certificates, tax clearance, income tax and VAT registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details, CCTV images.

8.5. Special Personal Information Processed by Motorhome-World Parasol



8.5.1. Motorhome-World Parasol will process the following categories of special personal information in terms of the Motorhome-World Parasol mandate in terms of the law: -

- a) Information relating to racial and/or ethnic origin;
- b) Trade union membership information of employees;
- c) Offences or alleged offences;
- d) Religious affiliation or other beliefs;
- e) Physical/mental health details;
- f) Criminal proceedings, outcomes & sentences;
- g) Information relating to biometric data;
- h) Information relating to psychometric data; and
- i) Information relating to medical data.

8.6. Recipients with whom Personal Information is shared.

8.6.1. Motorhome -World Parasol may share personal information with the following recipients or categories of recipients: -

Whenever a need arises, Motorhome-World Parasol may share the personal information it processes with the data subjects themselves. In the event of this necessity, Motorhome-World Parasol is required to comply with the applicable provisions of POPIA for the lawful processing of personal information as set out in clause 8.1.

What follows is a description of categories of recipients, Motorhome-World Parasol may, by virtue of its legal status, need to share some of the personal information with, for some other reason, in terms of its mandate or applicable law:

- a) Family, associates, and representatives of the data subject;
- b) Employment and recruitment agencies;
- c) Financial services organisations;
- d) Credit reference agencies;
- e) Healthcare, social and welfare organisations;
- f) Healthcare professionals;
- g) Central government;
- h) Law enforcement agencies;
- i) Courts of law, commissions of inquiry and other tribunals;
- j) Business associates;
- k) Claimants and beneficiaries in deceased estates;
- l) Persons making enquiries or complaints;
- m) Private/Forensic investigators;
- n) Educators and examining bodies;
- o) Claims investigators;
- p) Suppliers and service providers;
- q) Industry bodies;
- r) Ombudsmen and regulatory authorities;
- s) Debt collection and tracing agencies;
- t) Other Transport operating divisions;
- u) Auditors and the Auditor-General of South Africa;
- v) Pension/Provident fund administrators;
- w) Trade unions; and
- x) State Security organisations.



8.7. Planned Trans-border Flows of Personal Information by Motorhome-World Parasol

8.7.1. Motorhome-World Parasol may, from time to time, need to share personal information of data subjects with third parties in other countries. In the event of such need, Motorhome-World Parasol is required to ensure compliance with the applicable POPIA provisions. This will only be done if one or more of the following requirements are met: -

- a) The third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection that—
 - i. effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in POPIA; and
 - ii. includes provisions that are substantially similar to section 72 of POPIA, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
- b) The data subject consents to the transfer;
- c) The transfer is necessary for the performance of a contract between the data subject and the company in question, or for the implementation of pre-contractual measures taken in response to the data subject's request;
- d) The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the company in question and a third party; or
- e) the transfer is for the benefit of the data subject, and—
 - i. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
 - ii. If it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

8.8. Description of IT Security Measures Implemented within Motorhome-World Parasol

8.8.1. Motorhome-World Parasol conforms to the highest ICT industry standards to protect Motorhome-World Parasol's information, and we use a variety of security layers to protect and secure the confidentiality, integrity and availability of our data and information (including personal information). Motorhome-World Parasol takes reasonable, appropriate, and adequate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure, or unauthorised access. The entity contractually mandates that any third parties to which your personal information is transferred do the same.

8.8.2. Motorhome-World Parasol regularly reviews its security controls and related processes to ensure that your personal information is secure. However, where there are reasonable grounds to believe that your personal information has been accessed or acquired by any unauthorised person, we will notify the Information Regulator and you, unless the Information Regulator or a public body responsible for the detection, prevention, or investigation of offences informs us that notifying you will impede a criminal investigation.

9. ACTION AGAINST REFUSAL OF ACCESS TO INFORMATION



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- 9.1.** If, after complying with the procedural requirements mentioned above, the requestor is not satisfied with the IO's decision to refuse access to a request for information, the requestor may, within 30 (thirty) days of notification of the decision, apply to a relevant Court for relief.
- 9.2.** Motorhome-World Parasol does not have an internal appeal procedure regarding the provisions of the Act. As such, the decision made by the authorised person in section 3.2 is final; if a request is refused, the requestor can file an appeal or review such a decision in a court of law, as provided for in the Act.

10. GENERAL

10.1. This Manual will, if necessary, be reviewed and updated every year.

10.2. This Manual will be available in the following places:

- a) the Information Regulator, upon request;
- b) Motorhome-World Parasol's offices for public inspection during normal business hours;
- c) Motorhome-World Parasol's website, being www.motorhome-world.com, or
- d) by e-mail request at nontobeko@bobocampers.com and upon the payment of a reasonable amount. A fee for a copy of the Manual, as contemplated in Annexure 1, shall be payable for each A4-size photocopy made.

10.3. Pursuant to the objects of the Motorhome-World Parasol referred to above in paragraph 6, some information may be classified as strictly confidential and therefore, access thereto may be denied.

10.4. Should any information in the possession of the Motorhome-World Parasol is requested for the purpose of a court action or legal proceedings, Annexure "C" needs to be completed and forwarded to the IOs.

11. FEES

11.1. The Act provides for two types of fees, namely:

- 11.1.1.** A request fee, which is a standard fee; and
- 11.1.2.** An access fee, which is calculated by considering reproduction costs, search and preparation time and costs including mailing costs.

11.2. The above-mentioned fees are prescribed by the Information Regulator, and the fee structure in respect of fees payable to the private body can be accessed on the Regulator's website.

11.3. When the IO receives a request for access, he/she will, by notice, require the requester (if the requester is not a personal requester) to pay the prescribed request fee before processing the request. Additionally, should a request be granted, the requester will be notified to pay an access fee.

11.4. An access fee covers search, reproduction and preparation, and time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including deciding to make it available in the form desired. In certain circumstances, the requester may be required to pay a deposit before access is granted, and this deposit is a portion of the relevant access fee and will be refunded if access is refused.

12. PRESCRIBED FEES FOR PRIVATE BODIES

Fees in respect of Private Bodies (Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)- See Annexure 1.


Promotion of Access to Information Act Manual

13. PRESCRIBED FORMS FOR ACCESS TO A RECORD OF A PRIVATE BODY

13.1. Refer to Annexure 2.

14. EXTERNAL REMEDIES

If anyone feels aggrieved by the Information Officer's refusal of the request, they may, within 30 (thirty) days, apply to court for relief. For the purposes of the Act, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

15. AVAILABILITY OF MANUAL

15.1. This manual is made available in the following official language(s): -

15.1.1. English

15.2. This manual has been made available to the Information Regulator, in accordance with the Regulations promulgated in terms of the Act and is also available for inspection, free of charge, at the Motorhome-World Parasol's offices. Electronic copies of this manual will also be available on Motorhome-World Parasol website: www.motorhome-world.com.

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