

Audatex South Africa (Pty) Ltd

PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

“CEO” Chief Executive Officer

“DIO” Deputy Information Officer;

“IO” Information Officer;

“Minister” Minister of Justice and Correctional Services;

“PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended);

“POPIA” Protection of Personal Information Act No.4 of 2013;

“Regulator” Information Regulator; and

“Republic” Republic of South Africa

2. PURPOSE OF 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 and Deputy 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. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF Audatex South Africa (Pty) Ltd

3.1. Chief Information Officer

Name: Mr. Jermaine Davids
Tel: +27 11 875 8920
Email: info@audatex.co.za

3.2. Access to information general contacts

Email: info@audatex.co.za

3.3 National or Head Office

Postal Address:

Audatex SA (PTY) LTD
Building 1, Maxwell Office Park
Magwa Crescent West
Waterfall City, Midrand, 1685

Physical Address:

Building 1, Maxwell Office Park
Magwa Crescent West
Waterfall City, Midrand, 1685

Telephone:

+27 11 875 8920

Email:

info@audatex.co.za

Website:

<https://www.audatex.co.za/>

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

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-

¹ 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.*

² 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.*

³ 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.*

⁴ 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.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. 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;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ 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.

⁶ 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.

⁷ 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

⁸ 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

⁹ 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.

¹⁰ 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.

¹¹ 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.”

4.4. 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.

4.5. The Guide can also be obtained-

- 4.5.1. upon request to the Information Officer;
- 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

English and Afrikaans.

5. CATEGORIES OF RECORDS OF Audatex SA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website
Public	Marketing materials and corporate brochures	X
Public	Website content	X
Public	Privacy Policy and Cookie Policy	X
Public	General product and service information	X

6. DESCRIPTION OF THE RECORDS OF Audatex SA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Personal Data	Protection of Personal Information Act (POPIA)

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY Audatex SA (PTY) LTD

Subjects on which the body holds records	Categories of records
Human Resource Records	Records such as HR policies and procedures, Advertised posts, and Employees records.
Corporate and Governance Records	Records such as Memorandum of Incorporation and founding documents, Board and committee meeting minutes, Governance policies and frameworks, Shareholder and director records.
Financial Records	Records such as Annual financial statements, Accounting records, Tax returns, and Audit reports.
Operational and Claims Records	Records such as Customer and client contract, Service-level agreements, Claims-related datasets and processing records, Supplier and vendor agreements and Operational policies and procedures.
Information Technology and Security Records	Records such as System access logs and audit trails, Information security policies, Incident and breach records, IT infrastructure documentation, Backup and disaster recovery records.
Compliance and Legal Records	Records such as Regulatory filings and correspondence, Litigation records, Compliance audit reports, PAIA and POPIA compliance documentation.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

- *Providing services to customers*
- *To manage payments and recover money owed to us*
- *To display interactive content*
- *To provide customer service*
- *For marketing activity and to enable you to participate in competitions*
- *To administer and protect our business*
- *For data analytics*
- *To make recommendations to you about goods and services that may be of interest*
- *Providing promotional offers*

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 and their end customers	Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Inference Data, Marketing and Communications Data, Vehicle Data
Service Providers	Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Education Data, Marketing and Communications Data, Vehicle Data
Employees and contractors	Identification Data , Contact Data, Gender, Race, Financial Data. Employment Information, Education Data, Medical Data,

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
Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Inference Data, Marketing and Communications Data, Vehicle Data	Other companies in the Solera group of companies who are involved in providing the service or product or provide IT and system administration services and information reporting.
Identification Data, Contact Data, Vehicle Data	Our customers
Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Inference Data, Marketing and Communications Data, Vehicle Data	Our service providers provide IT and system administration services or product support.
Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Inference	Our professional advisers such as lawyers, bankers, auditors, and insurers.

Data, Marketing and Communications Data, Vehicle Data	
Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Inference Data, Marketing and Communications Data, Vehicle Data	Government agencies, when required by law.
Identification Data, Contact Data, Financial Data, Commercial Transaction Information, Technical and Usage Data, Geolocation Data, Employment Information, Inference Data, Marketing and Communications Data, Vehicle Data	Third parties to whom we sell, transfer, or merge parts of our business or our assets or where seek to acquire other businesses or merge with them.

1.1 Planned transborder flows of personal information

Personal data may be transferred to other countries where Solera's group of companies operate, including Netherlands, Italy, United Kingdom, Spain, United States, India. If the processing of personal data is subject to data protection regulations concerning international transfers, we ensure that any international or onward transfer is consistent with applicable law.

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

Audatex SA (PTY) LTD maintains a comprehensive set of technical and organizational security measures aligned with ISO 27001 and industry best practices for data protection and cybersecurity. On the technical side, these measures encompass physical access controls, multi-factor authentication, role-based access management, network security (including firewalls, intrusion detection, and DDoS protection), encryption of data at rest and in transit (TLS 1.2+), endpoint protection, secure development lifecycle practices, vulnerability management, and Security Information and Event Management (SIEM) logging and monitoring. On the organizational side, Solera enforces a robust governance and policy framework with leadership-level oversight and annual policy reviews, conducts regular risk assessments and vendor due diligence, maintains documented incident response and business continuity plans, delivers mandatory security awareness training and phishing simulations, and ensures privacy compliance through data subject request handling, privacy impact assessments, Records of Processing Activities, and privacy by design and by default principles. These measures are subject to continuous improvement through internal audits, corrective action tracking, and structured change management processes.

2. AVAILABILITY OF THE MANUAL

A copy of the Manual is available –

- On <https://www.audatex.co.za/>, if any;
- head office of Audatex SA (PTY) LTD for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable with each A4-size photocopy made.

3. UPDATING OF THE MANUAL

The Audatex SA (PTY) LTD will on a regular basis update this manual.

Issued by

Jermaine Davids

(Information Officer/ Sales Director)