



**VOLKSWAGEN OF SOUTH AFRICA (PTY) LIMITED**  
(Registration Number 1946/023458/07) (the “COMPANY”)

MANUAL

in terms of

**The Promotion of Access to Information Act**

2/2000 (as amended)

(the “ACT”)

**Compiled by the Legal Department**

**April 2022**

**With acknowledgements to:**

**The Department of Justice and Constitutional Development**

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*\*Note: The forms and fee structure are available on the Website of the COMPANY, at [www.vwsa.co.za/legal](http://www.vwsa.co.za/legal)*

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

<b>“CEO”</b>	Chief Executive Officer
<b>“DIO”</b>	Deputy Information Officer
<b>“IO”</b>	Information Officer
<b>“Minister”</b>	Minister of Justice and Correctional Services;
<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000 (as amended)
<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013
<b>“Regulator”</b>	Information Regulator
<b>“Republic”</b>	Republic of South Africa
<b>“VWSA”</b>	Volkswagen of South Africa Pty Ltd
<b>“PAIA Guide”</b>	The Guide provides information that is needed by any person who wishes to exercise any right contemplated in the Promotion of Access to Information Act of 2000 (PAIA) and Protection of Personal Information Act, 2013 (“POPIA”).

## 2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by VWSA 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 VWSA, by providing a description of the subjects on which the Company holds records and the categories of records held on each subject;
- 2.3 know the description of the records of VWSA 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 VWSA 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 VWSA 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 VWSA has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed

**3. COMPANY CONTACT DETAILS**

**Persons designated/duly authorised persons:**

**The Legal Department**

<b>Postal address</b>	PO Box 80, Uitenhage, 6230
<b>Street address</b>	103 Algoa Road, Uitenhage, 6229
<b>Telephone numbers</b>	041 – 994 4891
<b>Fax numbers</b>	041 – 994 5448
<b>Electronic Mail address</b>	<a href="mailto:info.officer@vwsa.co.za">info.officer@vwsa.co.za</a>

**Chief Information Officer**

<b>Name:</b>	Valene Peffer
<b>Tel:</b>	041 994 4891
<b>Fax number:</b>	041 – 994 5448
<b>Email:</b>	<a href="mailto:peffer.valene@vwsa.co.za">peffer.valene@vwsa.co.za</a> <a href="mailto:info.officer@vwsa.co.za">info.officer@vwsa.co.za</a>

**Deputy Information Officer**

<b>Name:</b>	Carl Timothy
<b>Tel:</b>	041 – 994 4891
<b>Fax Number</b>	041 – 994 5448
<b>Email</b>	<a href="mailto:carl.timothy@vwsa.co.za">carl.timothy@vwsa.co.za</a> <a href="mailto:info.officer@vwsa.co.za">info.officer@vwsa.co.za</a>

#### 4. **THE ACT**

The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

- 4.1 Check categories of records held by VWSA which are available without a person having to submit a formal PAIA request on section 7 below;
- 4.2 Members of the public can inspect or make copies of the Guide (available in English, Afrikaans and isiXhosa) from the offices of VWSA during office hours;
- 4.3 The guide is also available at the office of the Regulator, during normal working hours. The contact details of the Regulator are:

Postal Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.
General enquiries:	<a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>
Website of the Regulator:	<a href="https://inforegulator.org.za/">https://inforegulator.org.za/</a>

#### 5. **PURPOSE FOR PROCESSING**

Please consult the relevant privacy statement which deals with the purpose of processing personal information by the company.

Transfer border of information may take place from time to time and VWSA shall ensure the trans-border transfer takes place in accordance with legal requirements.

#### 6. **GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION**

VWSA employs information security, technical and operational measures in compliance with VW Group requirements as well as international and local standards

7. **COMPANY RECORD CLASSIFICATION KEY**

<b><u>Classification No.</u></b>	<b><u>Access</u></b>	<b><u>Classification</u></b>
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

**8. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<u>Category of Records</u>	<u>Applicable Legislation</u>
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act

**9. DESCRIPTION OF THE SUBJECT, RECORDS AND CATEGORIES OF RECORDS HELD BY VWSA**

<u>Departmental Records</u>	<u>Subject</u>	<u>Classification No.</u>
Communications/Public Affairs Division	Product Information	1
	Public Corporate Records	1
	Community Trust Records	1,6,7,8
	Media Releases	1
Environmental Department	Environmental Policy	1
	Environmental Records	11,14
Human Resources Division	Staff Records	4,5,9
	Employment Contracts	4,5
	Policies and Procedures	4
	Health & Safety records	4,5,8
Financial Division	Audited Financial Statements	12
	Tax Records (Company & Employees)	12
	Motor Industry Development Programme Records	12
	Asset Register	12
	Management Accounts	12

Legal Department / Company Secretarial	General Contract Documentation	6,12
	Trade Marks	1
	Statutory Records	12
Marketing Division	Market Information	12,13
	Customer Information:	1
	- Product Brochures	
	- Owner Manuals	
	Field Records	4,12
	Performance Records	12
	Product Sales Records	1
	Marketing Strategies	12
	Customer Database	12
Dealer Franchise Documents	6,7,12,13	
Production / Logistics	Production Records	12
Production Engineering	Vehicle and Components Specifications	3,12,13
	Engineering Records	12,13
Quality	Quality Records	12

## 10. **FORM OF REQUEST**

To facilitate the processing of your request, kindly:

1. Use the prescribed form, available on the Website of the COMPANY at the following address [www.vwsa.co.za/legal](http://www.vwsa.co.za/legal)
2. Address your request to the Legal Department.
3. Provide sufficient details to enable the COMPANY to identify:
  - (a) The record(s) requested;
  - (b) The requester (and if an agent is lodging the request, proof of capacity);



- (c) The form of access required;
  - (i) The postal address or fax number of the requester in the Republic;
  - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- (d) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## **11. PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 11.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 11.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 11.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 11.4 Records may be withheld until the fees have been paid.
- 11.5 The Fee Structure is available on the website of the COMPANY, at the following address:  
[www.vwsa.co.za/legal](http://www.vwsa.co.za/legal)

## **12. UPDATING OF THE MANUAL**

The Chief Information Officer will on a regular basis update this manual