



WE BUY CARS (Pty) Ltd
PROMOTION OF ACCESS TO INFORMATION MANUAL
("PAIA MANUAL")

1. Introduction

- 1.1 The Promotion of Access to Information Act, 2000 ("PAIA") (as amended) came into operation on 9 March 2001. PAIA seeks, among other things, 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 right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA.
- 1.2 Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such bodies and stipulates the minimum requirements that the manual has to comply with.
- 1.3 This PAIA Manual constitutes We Buy Cars (Pty) Ltd's ("We Buy Cars") PAIA Manual as well as its subsidiaries. This PAIA Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**") (as amended), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions, so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters

concerned therewith.

- 1.4 This PAIA Manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

2. About We Buy Cars

- 2.1 We Buy Cars is a trusted South African car buying and selling service, buying thousands of vehicles every month. We Buy Cars helps countless South Africans buy and sell vehicles in the most efficient and convenient manner. We Buy Cars is dedicated to continuously improving its strategies and services to provide an exceptional customer experience. With a fully functional website, branches, vehicle buying pods, and buyers nationwide, there is always a We Buy Cars solution near you.
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3. Objectives of the PAIA Manual

- 3.1 The objectives of this PAIA Manual are:
- 3.1.1 To provide a list of all records held by We Buy Cars and its subsidiaries;
 - 3.1.2 To set out the requirements with regard to who may request information in terms of PAIA;
 - 3.1.3 As well as the grounds on which a request may be denied;
 - 3.1.4 To define the manner and form in which a request for information must be submitted; and
 - 3.1.5 To comply with the additional requirements imposed by POPIA.

4. Review

- 4.1. This PAIA Manual will be reviewed and, if necessary, updated regularly in accordance with the requirements of Section 51(2) of PAIA.

5. We Buy Cars Contact Details

- 5.1. All requests for access to records must be directed to the We Buy Cars' Information Officer.

- 5.2. Enquiries in terms of this PAIA Manual should be directed to:

Information Officer: Christopher James Rein

Deputy Information Officer: Wynand Beukes

Telephone: (012) 803 0414 / 087 057 0000

Email: popi@webuycars.co.za

Physical Address: Building 7, Bys Bridge Office Park, 6 Byls Bridge Boulevard, Highveld, Centurion, Gauteng, South Africa

Postal Address: PO Box 40125, Faerie Glen, 0043

Website: <https://www.webuycars.co.za/>

6. Entry Point for Requests

- 6.1 PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.

- 6.2 Information will therefore not be furnished unless a person provides sufficient particulars to enable We Buy Cars to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the

request procedure contained in this PAIA Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

- 6.3 The Information Officer has been delegated with the task of receiving and coordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.
- 6.4 The Information Officer will facilitate the liaison with the internal legal team on all of these requests.
- 6.5 All requests in terms of PAIA and this PAIA Manual must be addressed to the Information Officer using the details provided in paragraph 6 above.

7. Guide on How to Use PAIA

- 7.1 An official Guide has been compiled by the Information Regulator, which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. The Guide is available upon request to the Information Officer during normal working hours. The Form 1: Request for a copy of the Guide that can be completed to request a copy of the Guide is accessible at <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg3.pdf>.
- 7.2. The current electronic version of the Guide is accessible at: https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf.
- 7.3. Enquiries regarding the Guide should be directed to the Information Regulator:

Physical Address: Woodmead North Office Park, 54 Maxwell Drive,
Woodmead, Johannesburg

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017



Telephone: +27 (0) 10 023 5200

Email: enquiries@inforegulator.org.za

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

8. Automatically Available Information

8.1. Certain records are available without needing to be requested in terms of the request procedures set out in PAIA. This information may be inspected, collected, purchased, or copied (at the prescribed fee for reproduction) at the offices of We Buy Cars. Certain information is also available on We Buy Cars' website: www.webuycars.co.za.

9. Disclosures on Request

Communications	Press release
Human Resources	We Buy Cars Code of Ethics Employment Equity Reports Human Resources Reports Training Reports Internal Policies
Financial Management	Budgets Strategic plans Annual Performance Plans Annual Financial Statements

10. Information Available in Terms of POPIA

10.1 Categories of personal information collected by We Buy Cars

10.1.1 We Buy Cars may collect information relating to an identifiable, living, natural person, and an identifiable, existing juristic person, including, but not limited to:

- 10.1.1.1 Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- 10.1.1.2 Information relating to the education or the medical, financial, criminal or employment history of the person;
- 10.1.1.3 Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- 10.1.1.4 The biometric information of the person;
- 10.1.1.5 The personal opinions, views or preferences of the person;
- 10.1.1.6 Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 10.1.1.7 The views or opinions of another individual about the person; and
- 10.1.1.8 The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

10.2 The Purpose of Processing Personal Information

- 10.2.1 In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which personal information is processed by We Buy Cars will depend on the nature of the personal information and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the personal information is collected.

10.3 A Description of the Categories of Data Subjects

10.3.1 We Buy Cars holds information and records on the following categories of data subjects:

- 10.3.1.1 Employees / personnel of We Buy Cars;
- 10.3.1.2 Any third party with whom We Buy Cars conducts business;
- 10.3.1.3 Contractors of We Buy Cars;
- 10.3.1.4 Suppliers of We Buy Cars; and
- 10.3.1.5 Customers of We Buy Cars.

(This list of categories of data subjects is non-exhaustive)

10.4 The Recipients or Categories of Recipients to Whom the Personal Information May Be Supplied

10.4.1 Depending on the nature of the personal information, We Buy Cars may supply information or records to the following categories of recipients:

- 10.4.1.1 Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information;
- 10.4.1.2 Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules;
- 10.4.1.3 South African Revenue Services, or another similar authority;
- 10.4.1.4 Anyone making a successful application for access in terms of PAIA or POPIA; and
- 10.4.1.5 Subject to the provisions of POPIA and other relevant legislation, We Buy Cars may share information about a

client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which We Buy Cars operates.

10.5 Planned Transborder Flows of Personal Information

- 10.5.1 If a data subject visits We Buy Cars' website from a country other than South Africa, the various communications will necessarily result in the transfer of information across international boundaries.
- 10.5.2 We Buy Cars may need to transfer a data subject's information to service providers in countries outside South Africa, in which case it will fully comply with applicable data protection legislation.
- 10.5.3 These countries may not have data-protection laws which are similar to those of South Africa.
- 10.5.4 We Buy Cars takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. We Buy Cars takes appropriate technical and organisational measures designed to ensure that personal information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.
- 10.5.5 We Buy Cars applies generally accepted information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. We Buy Cars takes appropriate, reasonable, organisational and technical measures designed to ensure that personal information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.
- 10.5.6 Reasonable measures are identifying reasonable foreseeable internal and external risks; establishing and maintaining appropriate safeguards against these risks; regularly verifying that the safeguards are implemented; ensuring the safeguards are continually updated in response to new risks or previously

identified deficiencies.

- 10.5.7 Practical controls or processes in response to risks identified may include the reviewing of access rights on an ongoing basis; physical access controls; computer or device passwords; firewalls; encryption and anti-virus programs.

11. Records Available in Terms of Other Legislation

- 11.1 Information is available in terms of certain provisions of the following legislation (as amended) to the persons or entities specified in such legislation, including but not limited to:

- 11.1.1 Administration of Estates Act 66 of 1965;
- 11.1.2 Basic Conditions of Employment Act 75 of 1997;
- 11.1.3 Consumer Protection Act, Act 68 of 2005;
- 11.1.4 Close Corporations Act 69 of 1984;
- 11.1.5 Companies Act 61 of 1973;
- 11.1.6 Compensation for Occupational Injuries and Health Diseases Act 130 of 1993;
- 11.1.7 Employment Equity Act 55 of 1998;
- 11.1.8 Income Tax Act 58 of 1962;
- 11.1.9 Insolvency Act No. 24 of 1936;
- 11.1.10 Labour Relations Act 66 of 1995;
- 11.1.11 Occupational Health & Safety Act 85 of 1993;
- 11.1.12 Pension Funds Act 24 of 1956;
- 11.1.13 Skills Development Act 97 of 1998;
- 11.1.14 Skills Development Levies Act 9 of 1999;
- 11.1.15 Stamp Duties Act 77 of 1968;
- 11.1.16 Unemployment Contributions Act 4 of 2002;
- 11.1.17 Unemployment Insurance Act 30 of 1966; and
- 11.1.18 Value Added Tax Act 89 of 1991.

12. Categories of Records Available Upon Request

12.1. We Buy Cars maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this PAIA Manual does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

12.2. Please note further that many of the records held by We Buy Cars are those of third parties, such as clients and employees, and We Buy Cars takes the protection of third party confidential information very seriously. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of records	Records
Internal records	Memoranda of Incorporation Financial records
The records listed pertain to We Buy Cars own Affairs	Operational records Intellectual property Marketing records Internal correspondence Service records Statutory records Internal policies and procedures Minutes of meetings
Personnel records For the purposes of this section, "personnel" services to or on behalf of We Buy Cars and receives or is entitled to receive any remuneration and any other	Any personal records provided to us by our personnel Any records a third party has provided to bus about any of their personnel Conditions of employment and other personnel-related contractual and quasi

person who assists in carrying out or conducting the business of We Buy Cars. This includes directors, all permanent, temporary and part-time staff as well as consultants and contract workers.	legal records Employment policies and procedures Internal evaluation and disciplinary records and Other internal records and correspondence
Client-related records	Contracts with the client and between the client and other persons
Other third-party records Records are kept in respect of other parties, including without limitation joint ventures and consortia to which We Buy Cars is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to We Buy Cars.	Personnel, client, or We Buy Cars records which are held by another party as opposed to being held by We Buy Cars and Records held by We Buy Cars pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.
Other records	Information relating to We Buy Cars; and Research information belonging to We Buy Cars or carried out on behalf of a third party.

13. The Processing of Personal Information Under POPIA

13.1. Purpose of Processing

- 13.1.1. We Buy Cars processes personal information for various lawful purposes as permitted by Section 11(1) of POPIA. This includes processing special personal information and children's information.
- 13.1.2. Purposes include, but are not limited to:
 - 13.1.2.1. Fulfilling our responsibilities to customers, employees, and suppliers;
 - 13.1.2.2. Complying with legislative, regulatory, and compliance requirements;
 - 13.1.2.3. Maintaining employee, customer, and supplier records;
 - 13.1.2.4. Responding to customer and supplier inquiries and complaints;
 - 13.1.2.5. Informing customers of new products and services;
 - 13.1.2.6. Recruitment, employment, and apprenticeship purposes;
 - 13.1.2.7. General administration, financial, and tax purposes;
 - 13.1.2.8. Legal or contractual purposes;
 - 13.1.2.9. Health and safety purposes;
 - 13.1.2.10. Securing and managing access to premises and facilities;
 - 13.1.2.11. Transacting with suppliers and business partners;
 - 13.1.2.12. Improving the quality of our products and services;
 - 13.1.2.13. Detecting, preventing, and reporting theft, fraud, money laundering, and other crimes. This may include processing special personal information, such as alleged criminal behaviour;
 - 13.1.2.14. Enforcing and collecting on agreements to recover debts; and
 - 13.1.2.15. Identifying and informing data subjects about products and services that may be of interest to them.

13.2. 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
We Buy Cars' 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

13.2.1 We Buy Cars holds information and records on the following categories of data subjects:

13.2.1.1 Employees/Personnel: Includes personal details (name, gender, ID number, etc.), contact information, health and medical information, employment history, financial details (salary, bank account), and records of internal evaluations and disciplinary actions;

- 13.2.1.2 Customers: Includes personal details, contact information, financial details, and transactional history related to the purchase or sale of vehicles;
- 13.2.1.3 Suppliers and Business Partners: Includes company registration details, contact information of key personnel, financial records, and contractual agreements; and
- 13.2.1.4 Third Parties: Includes any other natural or juristic persons with whom We Buy Cars interacts, and whose information is processed for lawful purposes.

13.3 Recipients of Personal Information

- 13.3.1 We Buy Cars may share the personal information of data subjects for any of the purposes outlined above with the following:
 - 13.3.1.1 We Buy Cars and its subsidiaries;
 - 13.3.1.2 We Buy Cars motor-related financial services;
 - 13.3.1.3 Any operators who perform services on behalf of We Buy Cars;
 - 13.3.1.4 Any applicable medical aid funds, pension funds, provident funds, credit bureaus, and/or recruitment companies;
 - 13.3.1.5 The Financial Sector Conduct Authority and the regulators appointed for the various financial sectors; and
 - 13.3.1.6 Other industry regulators to comply with any regulation passed under the relevant legislation, or any legal process.
- 13.3.2 Before sharing personal information, We Buy Cars will enter into a written contract with any operator to ensure they have appropriate technological and organisational measures in place to protect against unauthorised access, processing, loss, or destruction of personal information.

13.4 Planned Transborder Flows of Personal Information

- 13.4.1 We Buy Cars will only transfer personal information across South African borders if it is necessary to comply with legislation, to conclude a contract, to protect the legitimate interests of a data subject, or to pursue its own legitimate interests. Before any such transfer, We Buy Cars will take steps to ensure that the recipients are bound by laws or agreements that provide an adequate level of protection, in line with POPIA.

13.5 Security Safeguards

- 13.5.1 We Buy Cars complies with POPIA in protecting the integrity and confidentiality of personal information. It has due regard for generally accepted information security practices and procedures to ensure the confidentiality, integrity, and availability of personal information.

14. Request Procedure in Terms of PAIA and POPIA

- 14.1. This section outlines the procedure for an individual or interested party (hereafter, the "requester") to request access to records held by We Buy Cars under the PAIA, and for a data subject to request access to, or changes to, their personal information under the POPIA.
- 14.2. Any requester may, in terms of Section 50 of PAIA, request access to records held by We Buy Cars. A request that does not comply with prescribed formalities will be returned. A data subject may, upon proof of identity, request confirmation and access to all personal information

14.3.Submission of Request

- 14.3.1. To request access to a record, a requester must complete Form 2: Request for Access to a Record: <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>.

The form must provide sufficient detail to identify both the record and the requester. If the request is made on behalf of another person, proof of authority is required. The requester should also indicate the preferred form of access and provide contact details within South Africa.

- 14.3.2. Proof of identity is required to authenticate a request. In addition to the prescribed form, you must submit acceptable proof of identity, such as a certified copy of your identity document or another legal form of identification.

14.4.Justification for Request

- 14.4.1. The requester must identify the right they are seeking to exercise or protect by accessing the records and explain why the records are required for that purpose.

14.5.Data Subject Rights Under POPIA

- 14.5.1. Under POPIA, a data subject has additional rights, including:

- 14.5.1.1. Objecting to the processing of their personal information on reasonable grounds, unless legislation mandates such processing;
- 14.5.1.2. Requesting the correction or deletion of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or was obtained unlawfully; and

- 14.5.1.3. Requesting the destruction or deletion of a personal information record that We Buy Cars is no longer authorised to retain. A data subject must submit a request for correction, deletion, or destruction to the Information Officer using the prescribed form, which is accessible at <https://inforegulator.org.za/wp-content/uploads/2020/07/FORM-2-REQUEST-FOR-CORRECTION-OR-DELETION-OF-PERSONAL-INFORMATION-OR.pdf>.

14.6. Decision and Timeline

- 14.6.1. A decision on the request will be made within 30 (thirty) days of receipt. We Buy Cars will inform the requester of its decision in writing using Form 3: Outcome of request and of fees payable: <https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>, unless another method of notification is specified. If an extension is required, the requester will be notified with the reasons for the delay.

14.7. Grounds for Refusal and Remedies for Requesters

- 14.7.1. Grounds for Refusal of access and protection of information We Buy Cars reserves the right to refuse a request for access to a record based on the grounds stipulated in Chapter 4 of PAIA. These grounds include, but are not limited to, the following:
- 14.7.1.1. Protection of third party personal information: To prevent the unreasonable disclosure of personal information belonging to a third party (a natural person);
 - 14.7.1.2. Protection of third party commercial information: To safeguard the commercial interests of a third party, including trade secrets and financial, commercial,

scientific, or technical information that could cause harm if disclosed;

- 14.7.1.3. Breach of confidence: If the disclosure would violate a duty of confidence owed to a third party;
- 14.7.1.4. Safety and property: If disclosure would jeopardise the safety of an individual or prejudice the property rights of a third person;
- 14.7.1.5. Legal privilege: If the record was created during legal proceedings, unless the legal privilege has been expressly waived;
- 14.7.1.6. Commercial Interests of We Buy Cars: If the record contains trade secrets, financial or sensitive information, or any data that could disadvantage We Buy Cars in negotiations or prejudice its commercial competition; and
- 14.7.1.7. Research information: If the record pertains to research being conducted on behalf of a third party or by We Buy Cars.

14.7.2. Pursuant to Section 70 of PAIA, a record must be disclosed if it reveals a substantial contravention of the law, an imminent and serious public safety or environmental risk, and the public interest in the disclosure clearly outweighs any potential harm.

14.7.3. When a request for access affects a third party, the third party must be notified within 21 (twenty-one) days of receipt of the request. The third party is then granted an additional 21 (twenty-one) days to submit representations regarding the granting of access to the record.

14.8. Remedies Available to a Requester Upon Refusal of Access

- 14.8.1. Should the Information Officer decide to grant access to a record, such access will be provided within 30 (thirty) days of the decision.
- 14.8.2. It is important to note that there is no internal appeal procedure for a refusal of access to information. The Information Officer's decision is considered final. In the event of dissatisfaction with the outcome, the requester has the right to apply to the Information Regulator or a court of competent jurisdiction to pursue the matter further.
- 14.8.3. If a third party is affected by the request and the Information Officer has decided to grant access, the third party has 30 (thirty) days to appeal the decision in a court of competent jurisdiction. If no appeal is lodged by the third party within this 30 (thirty) day period, the requester must be granted access to the record.

14.9. Complaints

- 14.9.1. If a request is refused, a requester may submit a written complaint to the Information Regulator within 180 (one hundred and eighty) days of the refusal using Form 5: Complaint to the Information Regulator: <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>. A requester may only lodge an application with a court after exhausting the Information Regulator's complaints procedure.

15. Fees Payable

- 15.1. The fees payable by requesters for access to information are described in the table below:

Item	Description	Amount
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	Printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: • a flash drive (provided by the requester) • a compact disc (CD) if the requester provides the CD to us • a compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.

Item	Description	Amount
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disc (CD) if the requester provides the CD to us For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R145.00 R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

15.2. For any inquiries concerning fees, please direct your questions to the Information Officer.

15.3. In accordance with Section 54 of PAIA, We Buy Cars is authorised to charge a fee to recover the costs associated with processing a request and providing access to records. The specific fees applicable are detailed in Regulation 9(2)(c) promulgated under PAIA.

15.4. Please be advised that if a request is approved, the relevant records will not be released until all required fees have been settled in full.

16. Availability of this PAIA Manual

16.1 Copies of this PAIA Manual are available for inspection at no cost at the physical address of We Buy Cars' Head Office. It is also available on the We Buy Cars website, www.webuycars.co.za, for public inspection during normal business hours. Hard copies can be requested from the Head Office or by email from the Information Officer.

17. Prescribed Forms

17.1. The following forms, prescribed by the Information Regulator, are required for requests and complaints and are accessible as follows:

17.1.1. Form 2: Request for access to a record:
<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>;

17.1.2. Form 3: Outcome of request and of fees payable:
<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>; and

17.1.3. Form 5: Complaint to the Information Regulator:
<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-5-PAIA.pdf>;

[content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf](#).

- 17.2. Requesters must use the most current version of these forms, which are available on the Information Regulator's website <https://inforegulator.org.za/paia-forms/>.