

# Manual Of Truck Equipment (Pty) Ltd (Private Body)

Prepared and compiled on 2024-05-21 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Truck Equipment (Pty) Ltd.

**Registration number:** 1980/009905/07

**Update:** 2024-05-21

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## 1. INTRODUCTION

**Truck Equipment (Pty) Ltd** conducts business as a private company. We are an industry expert, ready to assist any client in ancillaries and hydraulics for commercial vehicles, and supply and install Power-Take-Off devices and dry-bulk compressor for trucks.

## 2. THE ACT

The Promotion of Access to Information Act, No. 2 of 2000 (“The Act” or “PAIA”) was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

## 3. PURPOSE OF THE MANUAL

**To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.**

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to 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 that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assist you to-

- 3.1 check the categories of records held by Truck Equipment (Pty) Ltd which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of Truck Equipment (Pty) Ltd, by providing a description of the subjects on which Truck Equipment (Pty) Ltd holds records and the categories of records held on each subject;

- 3.3 know the description of the records of Truck Equipment (Pty) Ltd which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 know if Truck Equipment (Pty) Ltd processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if Truck Equipment (Pty) Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether Truck Equipment (Pty) Ltd appropriate security measures has to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### **4. CONTACT DETAILS:**

Information Officer:

Name: Dana

Surname: Croisier

Email: [admin@truckquip.co.za](mailto:admin@truckquip.co.za)

Tel: 011 608 0240

Postal Address:

PO Box 782919

Sandton

2146

Physical Address:

10 Cosmic Street

Linbro Business Park

Sandton

2090

Telephone No:  
(011) 608 0240

E-mail: [accounts@truckquip.co.za](mailto:accounts@truckquip.co.za) / [admin@truckquip.co.za](mailto:admin@truckquip.co.za)

Deputy Information Officer:  
N/A

**GENERAL INFORMATION:**

Name of Private Body:  
**Truck Equipment (Pty) Ltd**

Registration No: 1980/009905/07

Postal Address:  
PO Box 782919  
Sandton  
2146

Physical Address (or principal place of business):  
10 Cosmic Street  
Linbro Business Park  
Sandton  
2090

Telephone No:  
(011) 608 0240

E-mail:  
[accounts@truckquip.co.za](mailto:accounts@truckquip.co.za)

[admin@truckquip.co.za](mailto:admin@truckquip.co.za)

Website:  
[www.truckquip.co.za](http://www.truckquip.co.za)

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

- 5.1. The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of-
  - 5.3.1. the objects of PAIA and POPIA;
  - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 5.3.2.1 the Information Officer of every public body, and
    - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
  - 5.3.3 the manner and form of a request for-
    - 5.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
    - 5.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;
  - 5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
  - 5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
  - 5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
    - 5.3.6.1 an internal appeal;
    - 5.3.6.2 a complaint to the Regulator; and

5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of Section 92 of PAIA.

5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Information Regulator  
(<https://inforegulator.org.za/>).

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

## 6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of the Record	Available on Website	Available upon request
Client	Invoice		X
	Quotation		X
	Price List		
	Sales Record		
Company	Company Profile	X	X
	Catalogue	X	X
	Contact details	X	X
	Meet the Teams		
	Product brochures widely distributed		
	Financial reports required by regulatory authorities.		X
	Newsletters for external transmission		
	Sample downloads of the business's software that is for sale		
	Company history	X	X
	Trade References		X



## 7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Truck Equipment (Pty) Ltd holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports
Human Resources	HR policies and procedures; Employees records; Warning and Development e.g.: Skills Development and Training Plans Employment Equity Plan and Statistics
Operational Policies or Plans or Procedures or Frameworks	Protocols Agreements, Supply Chain Management, Procurement Plans, Specific Contracts, Donations, Funds, Suppliers, Risk Management, Audit, IT, Finance Management, Human Resources, Marketing and Branding Records Management.
Legal and Policy	Legal Policies
Corporate Governance	Organizational and Business Plans; Regulator's Policies and Procedures; Evacuation Procedures, Occupational Health and Safety Plan; Loss Control Register.
Manual and Guide	Regulator's Manual and Guide on how to use PAIA
Publicity And Marketing Material	Publications, Investigation and Assessment Reports, etc.

Information Technology	Incidents and Service Requests; Asset Issuing and Custodian; Information; System Event Logs; System Performance Logs; Systems Maintenance Check lists; Monthly Operations Reports; Service Level Agreements; ICT Policies and Procedure Manuals; Network maintenance; System Development lifecycle Documents
Events, Functions, Seminars and Conferences	Presentations, Discussions, Documents.
Registers	Information Officers, Issued Codes of Conduct, Internal Directories, File Plan, Records Control Schedule.
Reports / Minutes / Decisions	Monitoring and Evaluation, Statistics, Surveys, Submissions on Legislation.
Supply Chain Matters	Contracts, Purchase Orders, Quotations, Tenders, Terms of Reference and Leases.
Investigation and compliance	Enforcement Notices, Information Notices, HR Interventions, Public Hearings, Plenary Reports and investigation report.
Finances	Financial Accounting, Financial Reporting, Asset Management / Register, Management Accounting, Statements, Budgets, Reports, Audit Records, Revenue Statements, Reports and Returns.
Audio-Visual Recordings	Photographs
Customers / Clients	These include, but are not limited to the following: <ul style="list-style-type: none"> <li>- Full Name</li> <li>- Surname</li> <li>- ID number</li> <li>- Address</li> <li>- Banking details</li> <li>- Contact number</li> <li>- Company name</li> <li>- Company registration number</li> <li>- Physical Address</li> <li>- Email address</li> <li>- Postal address</li> </ul>
Directors/Shareholders	These include, but are not limited to the following: <ul style="list-style-type: none"> <li>- Full Name</li> <li>- Surname</li> <li>- ID number</li> <li>- Address</li> <li>- Banking details</li> <li>- Income Tax Number</li> </ul>

	<ul style="list-style-type: none"> <li>- Contact number</li> </ul>
Employee	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Surname</li> <li>- ID number</li> <li>- Email address</li> <li>- Gender</li> <li>- Nationality</li> <li>- Work no.</li> <li>- Driver's license details</li> <li>- Marital Status</li> <li>- Telephone number</li> <li>- Next of Kin details</li> <li>- Banking Details</li> <li>- Physical Address</li> <li>- Postal Address</li> <li>- Qualifications</li> <li>- PAYE Information</li> <li>- UIF Information</li> <li>- Income Tax Number</li> </ul>

## 8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Truck Equipment (Pty) Ltd, which includes but is not limited to, the following –

- Basic Conditions of Employment Act No. 75 of 1997;
- Broad-Based Black Economic Empowerment Act, 2003;
- Business Act No. 71 of 1991;
- Companies Act No. 71 of 2008;
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- Competition Act. No. 71 of 2008;
- Constitution of the Republic of South Africa 2008;
- Copyright Act No. 98 of 1978;
- Customs and Exercise Act No. 91 of 1964;
- Cybercrimes Act No. 19 of 2020;
- Debt Collectors' Act No. 114 of 1998;
- Designs Act No. 195 of 1993;
- Electronic Communications Act No. 36 of 2005;
- Electronic Communications and Transaction Act No. 25 of 2002;
- Employment Equity Act No. 55 of 1998;
- Financial Advisory and Intermediary Services Act of 2002;
- Financial Intelligence Centre Act No 38 of 2001;
- Identification Act No.68 of 1997;
- Income Tax Act No. 58 of 1962;
- Insider Trading Act No. 135 of 1998;
- Insolvency Act No. 24 of 1936;
- Inspection of Financials Institutions Act No. 18 of 1998;
- Intellectual Property Laws Amendment Act 38 of 1997;
- Labour Relations Act No. 66 of 1995;
- Leases of Land Act No. 18 of 1969
- Long Term Insurance Act 52 of 1998;
- Machinery and Occupational Safety Act No. 6 of 1983;
- National Credit Act No. 34 of 2005;
- National Road Traffic Act 93 of 1996;
- National Environmental Management Act No 107 of 1998;
- Occupational Health and Safety Act No. 85 of 1993;
- Patents Act No. 57 of 1978;
- Pension Funds Act No. 24 of 1956;
- Prescription Act No. 68 of 1969;
- Prevention of Organised Crime Act No. 121 of 1998;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;
- Revenue laws Second Amendment Act. No 61 of 2008;
- Road Transportation Act. No. 74 of 1977;

- Skills Development Levies Act No. 9 of 1999;
- Short-term Insurance Act No. 53 of 1998;
- Stock Exchanges Control Act No. 1 of 1985;
- Taxation Laws Amendment Act No. 7 of 2010;
- Trademarks Act No. 194 of 1993; - Transfer Duty Act No 40 of 1949;
- Uncertificated Securities Tax Act No. 31 of 1998;
- Unemployment Contributions Act 63 of 2001;
- Unemployment Insurance Act No. 30 of 1966;
- Value Added Tax Act 89 of 1991.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

## **9. PROCESSING OF PERSONAL INFORMATION**

### **9.1 Purpose of Processing Personal Information**

**We only process personal information for:**

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

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

**Our security policies and procedures cover:**

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

**9.3 The recipients or categories of recipients to whom the personal information may be supplied**

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Customers / Clients	Name, Surname, Email Address, Physical Address, Postal Address, Company Registration Numbers, VAT Numbers; Identity Numbers, Collection/Delivery Addresses, BEE Status (if applicable); Contact Numbers and Banking Details
Service Providers	Name, Surname, Email Address, Physical Address, Postal Address, Company Registration Number, VAT Number and Banking Details
Employees	Name, Surname, Physical Address, Postal Address, Email Address, Qualifications, Marital Status, Banking Details, Next of Kin, Emergency Contact Details, ID Numbers, Contact numbers, Payslips, Information pertaining to Employment Equity and Tax Numbers

#### 9.4 Planned transborder flows of personal information

Recipients or Categories of Recipients to whom the personal information may be supplied	Category of Personal Information
South African Police Service	South African Police Service Identity number, Copy of ID, Copy of Passport, Names, Surname, Contact Details for criminal check purposes (if applicable)
South African Qualifications Authority	Qualifications, for qualification verifications
Credit Bureaus	Credit and payment history, for credit information
Insurance Companies	Name, Surname, Email Address, Physical Address, Postal Address, Marital Status, Occupation, Company Registration Numbers, VAT Numbers, Business VAT Numbers, ID Numbers, Copy of ID, Copy of Passport, Collection/Delivery Addresses, Insurance History, Claims History, Debit Order Details, Contact Numbers and Banking Details.

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

We do not transfer information to any country outside of the Republic of South Africa.

However, should it become necessary to transfer personal information to another country for any lawful purposes, we will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as we are obliged under POPIA.



## **10. REQUEST PROCEDURE FOR OBTAINING INFORMATION**

### **Access to records held by Truck Equipment (Pty) Ltd**

Records held by Truck Equipment (Pty) Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Truck Equipment (Pty) Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

## **11. FEES**

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester. The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

## **12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION**

The main grounds for Truck Equipment (Pty) Ltd to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that third party;
  - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;

- The commercial activities of Truck Equipment (Pty) Ltd which may include:
  - Trade secrets of Truck Equipment (Pty) Ltd
  - Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Truck Equipment (Pty) Ltd ;
  - Information which, if disclosed could put Truck Equipment (Pty) Ltd at a disadvantage in negotiations or commercial competition;
  - A computer program, owned by Truck Equipment (Pty) Ltd and protected by copyright.
- The research information of Truck Equipment (Pty) Ltd or a third party, if its disclosure would reveal the identity of Truck Equipment (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

### **13. DECISION**

Truck Equipment (Pty) Ltd will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which Truck Equipment (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Truck Equipment (Pty) Ltd and the information cannot reasonably be obtained within the original 30 day period. Truck Equipment (Pty) Ltd will notify the requester in writing should an extension be sought.

### **AVAILABILITY OF THE MANUAL**

The manual of Truck Equipment (Pty) Ltd is available at the premises of Truck Equipment (Pty) Ltd as well as on the website of Truck Equipment (Pty) Ltd.

Signed by: \_\_\_\_\_

Date: \_\_\_\_\_

**ANNEXURE A:**

The table below sets out the fees applicable to any request for a record of information held by

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00  R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.