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1. INTRODUCTION

This Manual is published in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

2. PURPOSE OF THE MANUAL

The purpose of the Manual is to help you access Tracker information and any other information that we may hold and to which you may be entitled to. PAIA requires us to make it available to you so that:

• you know what types of information we have; and
• you can request it.

3. CONTACT DETAILS (Section 51(1)(a))

The Chief Executive Officer has duly authorised the Information Officer to deal with all matters in connection with requests for information in terms of PAIA.

Non-Executive Directors: J Newbury (Chairman); Y Moodley; C Pongweni; E Mbuthia; P Madangombe; Z Abdulla
Executive Directors: W de Nobrega (CEO); A Badul (CFO); W Muller (COO)
Information Officer: Ralph Burgesmeir
Postal Address: P.O. Box 2492, Cresta, 211
Street Address: Stonemill Office Park, 340 Republic Road, Darrenwood, 2194
Telephone Number: 011 380 0300
Email Address: popi@tracker.co.za and ipo@tracker.co.za
4. THE PAIA MANUAL (Section 51(1)(b))

This Manual has been compiled in accordance with Section 10 of PAIA by the South African Human Rights Commission.

The Manual is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:
PAIA Unit, the Research and Documentation Department
Telephone Number: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za
Postal Address: Private Bag X2700, Houghton, 2041

5. NOTICES (Section 51(1)(c))

Notice(s) in terms of PAIA:

At this stage, no notice(s) has/have been published by the Minister on the categories of information available without a person having to request access in terms of PAIA. However, certain records / information is freely available on our website.

6. RECORDS WE HOLD

Categories of information collected about you and your dependants or employees may include:

- General identification and contact information.
- Your name, address, e-mail address, telephone number, gender, marital status (Tracker employees only), date of birth, passwords and activity records (such as driving behaviour and location of your vehicle).
- Identification numbers issued by government bodies or agencies.
- Identity and passport number
- VIN number and registration number of your vehicle.
- Vehicle make and model.
- Financial information and bank account details.
- Credit history and credit score and other financial information.
- Medical condition and health status (Tracker employees only).
- Other sensitive information (Tracker employees only).
- We may obtain information about your criminal record or civil litigation history in the process of preventing, detecting and investigating fraud or in the employment process. We may also obtain sensitive information if you voluntarily provide it to us (for example, if you express preferences regarding medical treatment based on your religious beliefs) (Tracker employees only).
- Telephone recordings.
- Recordings of telephone calls to and from our representatives and call centres.
• Information to investigate crime, including fraud and money laundering (for example, we will share information with insurers who are investigating an insurance claim or with the SAPS who are investigating a criminal matter).
• Information enabling us to provide products and services.
• Location and identification of your vehicle (for example, vehicle coordinates and vehicle license plate or VIN number).

7. RECORDS AVAILABLE IN TERMS OF LEGISLATION (Section 51(1)(d))

Records available in terms of any other legislation applicable to our business:

Broad Based Black Economic Empowerment Act 53 of 2003 (as amended)
Basic Conditions of Employment Act 75 of 1997 (as amended)
Companies Act, 71 of 2008
Compensation for Occupational Injuries and Diseases Act, 130 of 1993
Competition Act 89 of 1998 (as amended)
Criminal Procedure Act No 51 of 1977 (as amended)
Consumer Protection Act, 68 of 2008
Constitution of RSA Act 108 of 1996 (as amended)
Copyright Act, 98 of 1978
Cross-border Road Transport Agency Act 4 1998 (as amended)
Customs and Excise Act 32 of 2014
Designs Act 195 of 1993
Dangerous Weapons Act 15 of 2013 (as amended)
Electronic Communications and Transactions Act 25 of 2002
Employment Equity Act, 55 of 1998
Employment Services Act 4 of 2014
Employment Tax Incentive Act 26 of 2013
Environment Conservation Act 73 of 1989
Financial Advisory and Intermediary Services Act, 37 of 2002
Financial Intelligence Centre Act 38 of 2001 (FICA) (as amended)
Firearms Control Act 60 of 2000 (as amended)
Further Education and Training Colleges Act 16 of 2006 (as amended by Higher Education and Training Laws Amendment Act.)
Independent Communications Authority of SA Act 13 of 2000 (ICASA) (as amended)
Income Tax Act, 58 of 1962
Intellectual Property Laws Amendment Act 28 of 2013
Intellectual Property Rights from Publicly Financed Research & Development Act 51 of 2008
Interception & Monitoring Prohibition Act No 127 of 1992 (as amended)
Labour Relations Act 66 of 1995 (as amended)
National Qualifications Framework Act 67 of 2008 (as amended)
Occupational Health and Safety Act, 85 of 1993
Patents Act 57 of 1978 (as amended)
Prescribed Rate of Interest Amendment Act 7 of 1997
Prevention of Organised Crime Act, 121 of 1998
Prevention and Combatting of Corrupt Activities, Act 12 of 2004
Private Security Industry Regulating Act No 56 of 2001
Private Security Industry Levies Act 23 of 2002
Promotion of Equality and Prevention of Unfair Discrimination Act, 4 of 2000
Protected Disclosures Act 26 of 2000
Protection of Personal Information Act, 4 of 2014
8. RECORDS HELD BY THE COMPANY

In terms of records that may be requested, the mere fact that the information of the company is listed in the Manual does not mean that the information will be made available. The company in terms of Chapter 4 of PAIA, has the right to refuse a request for information should any of the grounds of refusal as set out in Chapter 4 of the Act, exist.

For instance, we may have to refuse you access to certain records in terms of PAIA to protect:

- someone else’s privacy;
- Tracker’s confidential information;
- Information that by agreement between Tracker and a third party, is confidential (for example the content of a confidential agreement);
- another company’s personal, commercial or confidential information;
- someone else’s confidential information;
- the safety of individuals and property;
- records privileged from production in legal proceedings;
- research information; or
- commercial activities of Tracker, which may include trade secrets, intellectual property, proprietary information, financial information, commercial information or technical information which disclosure would likely cause harm to the business interests of Tracker.

We will notify you in writing whether your request has been approved or denied within 30 (thirty) calendar days after we have received a completed Request for Access form. If we cannot find any requested record or it does not exist, then we will notify you that it is not possible to give access to that particular record.

Web Page

The Web Page (www.tracker.co.za) is accessible to anyone who has access to the Internet. The web page has the following categories:

- About Tracker
- If your vehicle is stolen
- Products
- How to get a Tracker
- Fitment Centres
- Tracker Offices
- Tracker Insight Overview
- Why Tracker
• Our Partners
• Corporate and Social Investment
• Our Brand
• Frequently asked questions
• Contact Tracker
• Tracker Vacancies
• Consumer Support
• Consumer App
• Disclaimer
• Copyrights
• Information Manual
• Privacy Policy
• Terms of use
• My Tracker Self Service Centre
• Legal and Governance
• Plans and Pricing
• Media Gallery
• Brochure downloads
• Rate our Service
• Terms and Conditions
• Features and Benefits
• New Products
• News Room

Company Secretarial and Legal

• Agreements
• Company Secretarial Records
• Trademarks and Patents

Finance

• Financial Statements
• Management Accounts
• Budgets
• Management Plans
• Asset Registers
• Company Policies
• Banking Records
• Purchasing Records
• Audit Reports

Security

• Records
• Biometric Access Details

Human Resources

• Policies
• Benefits
Operational

- Database
- Database and Computer Software
- Health and Safety Records
- Maintenance Records
- Details

9. REQUEST PROCEDURE

Should you request information in terms of PAIA, please complete the prescribed form.

The request form can be accessed on www.justice.gov.za. (A copy of the form is attached as Annexure A)

Remember to indicate the following on the form:

- Form of access required;
- Identify the right you want to exercise or protect and give an explanation why the record is needed for that purpose;
- Specify a postal address or fax number in South Africa or an e-mail address;
- Proof of the capacity in which you are acting, if requesting access on behalf of a third party.

10. INFORMATION SECURITY

We secure our data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete and reliable for its intended use.

11. UPDATES TO THIS MANUAL (Section 51(4))

This Manual will be updated and amended from time to time.

12. LEGISLATIVE AND REGULATORY FRAMEWORK

This Manual should be read in conjunction with the following legislative framework:

- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2014.
13. **AVAILABILITY OF THE MANUAL**

In accordance with the Regulations to the Act, the Manual has been made available to the South African Human Rights Commission (SAHRC). It can be accessed on their website (www.sahrc.org.za) and will be published in the Government Gazette. The Manual is also published on Tracker’s website at www.tracker.co.za, together with the prescribed form and the fees applicable.

14. **FEES IN RESPECT OF PRIVATE BODIES**

You must pay the requested fee as required by law when submitting a request for access to information.

The prescribed fees are set out in the Fee Schedule which is available from SAHRC, alternatively access the following link:


You must pay the fees before Tracker hands over the requested information. You have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the records for disclosure.
ANNEXURE A

PRESCRIBED FORM C

REQUEST FOR ACCESS TO RECORDS OF

TRACKER CONNECT (PROPRIETARY) LIMITED

(and its holding and subsidiary companies)

SECTION 53(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

(ACT NO. 2 OF 2000))

A. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

i. The particulars of the person who requests access to the record must be given below.

ii. The address and/or fax number in the Republic to which the information is to be sent must be given. iii. Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

____________________________________________

Identity number:

___________________________________________________

Postal address:

____________________________________________________

Fax number: __________________ Telephone number: __________________

E-mail address:

____________________________________________________

Capacity in which request is made, when made on behalf of another person:

______________________________________________________________________
B. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person

Full names and surname:
______________________________________________________________________

Identity number:
______________________________________________________________________

C. PARTICULARS OF RECORD

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record: ______________________

2. Reference number, if available: ________________________________________

3. Any further particulars of record: _______________________________________

D. FEES

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:
______________________________________________________________________

______________________________________________________________________
E. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 o 4 hereunder, state your disability and indicate in which form the record is required.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which record is required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<table>
<thead>
<tr>
<th>1. If the record is in written or printed form:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of record*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</th>
</tr>
</thead>
<tbody>
<tr>
<td>View the images</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. If record consists of recorded words or information which can be reproduced in sound:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to the sound track (audio cassette)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. If record is held on computer or in an electronic or machine readable form:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed copy of record*</td>
</tr>
</tbody>
</table>

*If you requested a copy or transcript of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>
F. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Indicate which right is to be exercised or protected.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

Explain why the record requested is required for the exercise or protection of the aforementioned right.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

SIGNED AT _________________ THIS _______ DAY OF _______________ 20__

__________________________
SIGNATURE OF REQUESTER / PERSON

ON WHOSE BEHALF REQUEST IS MADE: