



**Department**

**Compliance Function**

## **Promotion of Access to Information Manual**

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**For internal use only**

**Created:**

**Compliance Function  
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**Scania South Africa**

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## **1. Introduction**

**Scania Southern Africa (Scania SA) is a subsidiary of Scania. Scania Southern Africa is head quartered in Johannesburg, South African and oversees the Scania South African Assembly Plant, Dealerships and Service Centres including those located in Mozambique, Namibia and Zimbabwe.**

**Scania SA primary business is the assembly, importer and exporter of Trucks, Buses and automotive components for onward sale to its dealerships, service centres and its customers.**

**This Promotion of Access to Information Manual (“Manual”) serves the following purposes:**

- **It details records type and the personal information Scania SA acquires, processes, stores and disposes**
- **Outlines how both natural and juristic persons can submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA Act”)**
- **Details how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPI Act”).**

**The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information 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.**

**Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.**

### **1.1. PAIA Manual Availability**

**This manual is published on the Company website at [www.scania.co.za/paia](http://www.scania.co.za/paia). A copy can be requested from the Assurance Manager on the following address:**

**Scania South Africa Head Office**

**Constantia Office Park**

**Falconview House- Fourth Floor**

**Corner of Hendrik Potgieter Road and 14th Avenue**

**Weltevreden Park – 1709**



**+27 87 286 6707**

**Duly Authorised Person: Francis Maloko Email: Francis.Maloko@scania.co.za**

## **1.2. PAIA and POPIA Guidance Availability**

### **1.2.1. PAIA Guidance**

**Guides to the PAIA can be obtained and queries directed to:**

**South African Human Rights**

**Commission**

**Promotion of Access to Information Act Unit**

**Research and Documentation**

**Department**

**Private Bag 2700**

**Houghton**

**Johannesburg**

**2041**

**Telephone number: (011) 484 8300**

**Fax number: (011) 484 7146/7**

**Website : [www.sahrc.org.za](http://www.sahrc.org.za)**

**E-mail : [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)**

### **1.2.2. POPI Guidance**

**Guides to the POPI Act can be obtained and queries directed to:**

**The Information Regulator**

**JD House**

**27 Stiemens Street**

**Braamfontein,**

**Johannesburg, 2001**

**Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)**

**General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).**



## **2. Company contact details**

**Scania Southern African operations are centrally controlled from Scania Southern**

**Africa Head Office domiciled at:**

**Scania Southern Africa**

**Scania South Africa Head Office**

**Constantia Office Park**

**Falconview House- Fourth Floor**

**Corner of Hendrik Potgieter Road and 14th Avenue**

**Weltevreden Park**

**1709**

**+27 87 286 6707**

**Duly Authorised Person:**

**Francis Maloko**

**Group Assurance Manager**

**Email: Francis.Maloko@scania.co.za**

## **3. Processing of personal information**

**Scania SA continuously commits to upholding the POPI Act and only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof including, but not limited:**

- **Collection**
- **Handling**
- **Transfer**
- **Sharing**
- **Correction**
- **Storage**
- **Archiving**
- **Deletion**



### **3.1. The purpose of processing of personal information by SCANIA SA**

**We process personal information for a variety of purposes, including but not limited to the following:**

- **for health and safety purposes.**
- **to monitor access, secure and manage our premises and facilities.**
- **to transact with our suppliers and business partners, including SCANIA SA dealerships.**
- **to help us improve the quality of our products and services.**
- **to help us detect and prevent fraud and money laundering.**
- **to help us recover debts.**
- **to carry out analysis and customer profiling.**
- **to identify other products and services which might be of interest to data subjects and to inform them about our products and services.**
- **to provide or manage any information, products and/or services requested by data subjects.**
- **to help us identify data subjects when they contact Scania SA.**
- **to maintain customer records.**
- **to maintain customer vehicle records.**
- **for recruitment purposes.**
- **for employment purposes.**
- **for apprenticeship purposes.**
- **for travel purposes.**
- **for general administration, financial and tax purposes.**
- **for legal or contractual purposes.**



### **3.2. Information Categories Relating to Scania SA Data Subjects**

**Categories of data subjects and personal information processed by SCANIA SA include the following:**

- **Scania SA dealership and key strategic business partners**
  - Dealership/service centre performance information including dashboards
  - Dealership/service centre employees, suppliers, customers and contractors
- **Suppliers:**
  - Supplier personal information
  - Personal information of supplier representatives
  - Supplier statutory compliance records and documentation
  - Supplier competency records, affiliations and certifications
- **Employees:**
  - Health and safety records
  - Employee disability information
  - Employee medical information
  - Employee personal information
  - Employee Pension and Provident Fund Information
  - Employee contracts
  - Time and attendance records
  - Surveillance records
  - Employment history
  - Payroll records
- **Job applicants**
  - Background checks
  - Criminal checks
  - Curriculum vitae and application forms
  - Copy of qualifications and affiliations
- **Visitors**
  - Physical access records
  - Scania South Africa (Pty) Ltd
  - Electronic access records and scans including biometric and ID/Driver's License/Passport scans
  - Surveillance records



### 3.3. Record Types

Based on Information Classification and Data Retention Policy supported by our internal Information Transfer Processes, Scania SA retains the following types of documents and records:

- **Accounting Records and Documents:**
  - Accounting system documentation
  - Vat and other tax records and documentation
  - Contracts and Agreements
  - Correspondences
- Employee records
- Insurance documentation
- Investment records
- Patents
- Pension Records
- Shares Registration Records
- Statutory Compliance

### 3.4. Retention Duration

<b>Document Description</b>	<b>Retention Period In Years</b>
Acceptance forms	12
Accident books and records	7
Accounting records of stock of brokers and carrier against shares	5
Accounting related	5
Accounting system instruction manuals	5
Actuarial valuation reports	10
Agreements (after termination)	5
Agreements of historical significance	Permanently
Agreements with architects and builders (after date of completion)	5
Allotment letters	12
Allotment sheets and return of allotment	15
Ancillary books of account and supporting schedules	15
Annual financial statements	15





<b>Annual financial statements working papers</b>	<b>15</b>
<b>Annual return and supporting documents</b>	<b>15</b>
<b>Application for jobs – unsuccessful</b>	<b>1</b>
<b>Application forms</b>	<b>12</b>
<b>Apprentice records of remuneration</b>	<b>3</b>
<b>Arbitration award records</b>	<b>3</b>
<b>Bank instructions</b>	<b>5</b>
<b>Bank statements and vouchers</b>	<b>5</b>
<b>Bank statements, deposit slips, stock lists paid by its member</b>	<b>5</b>
<b>Bills of exchange</b>	<b>6</b>
<b>Board meetings</b>	<b>Permanently</b>
<b>Books of account</b>	<b>15</b>
<b>Books of accounts</b>	<b>5</b>
<b>Branch register</b>	<b>15</b>
<b>Cancelled share of debenture certificates and balance receipts</b>	<b>3</b>
<b>Cancelled share transfer forms</b>	<b>2</b>
<b>Cash books</b>	<b>15</b>
<b>Certificate of change of name</b>	<b>Permanently</b>
<b>Certificate of incorporation</b>	<b>Permanently</b>
<b>Certificate to commence business</b>	<b>Permanently</b>
<b>Certificates and other documents of title</b>	<b>Permanently or until sold</b>
<b>Change of address – notification</b>	<b>1</b>
<b>Charts and codes of accounts</b>	<b>5</b>
<b>Cheques</b>	<b>5</b>
<b>Claim reports and accidents reports (after date of settlement)</b>	<b>3</b>
<b>Class meetings</b>	<b>Permanently</b>
<b>CM25</b>	<b>Permanently</b>
<b>CM26</b>	<b>Permanently</b>
<b>Collective agreement records</b>	<b>3</b>
<b>Combined company register including:</b>	
<b>Committee meetings</b>	<b>Permanently</b>
<b>Consolidation schedules</b>	<b>15</b>
<b>Contribution records</b>	<b>4</b>



<b>Costing records</b>	<b>5</b>
<b>Creditors' invoices and statements</b>	<b>5</b>
<b>Creditors' ledgers</b>	<b>15</b>
<b>Debtors' ledgers</b>	<b>15</b>
<b>Debtors' statements</b>	<b>5</b>
<b>Debts</b>	<b>Minimum 3 years and maximum 30 years depending on type of claim</b>
<b>Deeds of title</b>	<b>Permanently until disposed</b>
<b>Deposit slips</b>	<b>5</b>
<b>Detailed records of the registered vendor's transactions</b>	<b>5</b>
<b>Determination records made in respect of Wage Act</b>	<b>3</b>
<b>Dispute records prescribed details of any: Strike, Lockout and protests involving employees</b>	<b>Permanently</b>
<b>Dividend and interest payment lists (listed company)</b>	<b>15</b>
<b>Dividends and interest: mandates (from date of receipt)</b>	<b>3</b>
<b>Dividends and interest: Paid Warrants</b>	<b>12</b>
<b>Dividends and interest: payment lists</b>	<b>15</b>
<b>Dividends and interest: unclaimed</b>	<b>until cleared</b>
<b>Expense accounts</b>	<b>7</b>
<b>Factory register</b>	<b>Permanently</b>
<b>Fixed asset register</b>	<b>15</b>
<b>Founding statement and amendments (Close Corporations)</b>	<b>Permanently</b>
<b>Fund's annual account</b>	<b>Permanently</b>
<b>General</b>	<b>7</b>
<b>General ledgers</b>	<b>15</b>
<b>General meetings</b>	<b>Permanently</b>
<b>Goods received notes</b>	<b>5</b>
<b>Group health, life and personal accident policies (after date of final cessation of any benefit payable under the policy)</b>	<b>5</b>
<b>Income tax required records</b>	<b>5</b>
<b>Indemnities and guarantees (after date of expiry)</b>	<b>5</b>
<b>Index of members</b>	<b>15</b>
<b>Individual life policies under "Top Hat" schemes (after date of final cessation of benefit)</b>	<b>5</b>
<b>Insolvent businesses</b>	<b>5</b>



<b>Investment records</b>	<b>15</b>
<b>Invoices, tax invoices, credit and debit notes</b>	<b>5</b>
<b>Leases (after date of expiry of lease and all queries have been settled)</b>	<b>5</b>
<b>Letters of indemnity for lost share certificates</b>	<b>Permanently</b>
<b>Licensing agreements (after date of expiry)</b>	<b>5</b>
<b>Memorandum and Articles of Association</b>	<b>Permanently</b>
<b>Minute books</b>	<b>Permanently</b>
<b>Minutes of meetings (originals) for:</b>	
<b>Minutes of meetings of members and trustees</b>	<b>Permanently</b>
<b>Notices of general and class meetings proxy forms:</b>	
<b>Notification of change of address</b>	<b>1</b>
<b>Patent agreement with staff</b>	<b>Duration of patent or service of employee</b>
<b>Payrolls</b>	<b>7</b>
<b>Payrolls</b>	<b>7</b>
<b>Pension fund account records</b>	<b>15</b>
<b>Pension fund rules (including superseded rules)</b>	<b>Permanently</b>
<b>Personal records of organization's executives (for historical purposes)</b>	<b>Permanently</b>
<b>Petty cash books</b>	<b>15</b>
<b>Policies (after date of lapse)</b>	<b>4</b>
<b>Power of attorney, stop notices and similar court orders (from date person ceased to be a member)</b>	<b>15</b>
<b>Purchase journals (with supporting documentation)</b>	<b>15</b>
<b>Purchase Orders</b>	<b>5</b>
<b>Purchases invoices (with supporting documentation)</b>	<b>7</b>
<b>Railage and shipping documents</b>	<b>5</b>
<b>Receipts</b>	<b>5</b>
<b>Redemption / conversion discharge forms of endorsed certificates</b>	<b>12</b>
<b>Register of debenture holders</b>	<b>15</b>
<b>Register of directors and officers</b>	<b>15</b>
<b>Register of directors' attendance</b>	<b>15</b>
<b>Register of directors' interest on contracts</b>	<b>15</b>
<b>Register of members</b>	<b>15</b>



<b>Register of pledges and mortgages</b>	<b>15</b>
<b>Rental and hire purchase agreements, suspended sale agreements (after date of expiry)</b>	<b>3</b>
<b>Report and opinion on patents and trademarks (after date of expiry)</b>	<b>5</b>
<b>Salary revision schedules</b>	<b>7</b>
<b>Salary wage register</b>	<b>7</b>
<b>Sales invoices (with supporting documentation)</b>	<b>7</b>
<b>Sales journals</b>	<b>15</b>
<b>Schedules and documents (after date investment sold)</b>	<b>15</b>
<b>Second hand goods Details of acquisition and disposal</b>	<b>3</b>
<b>Sectional title records</b>	<b>Permanently</b>
<b>Share investment certificates</b>	<b>Permanently or until sold</b>
<b>Shipping documents – inwards and outwards (after completion of shipment date)</b>	<b>2</b>
<b>Special resolutions / resolutions passed at general / class meetings</b>	
<b>Staff records (after date employment ceases)</b>	<b>7</b>
<b>Stock records (supporting schedules)</b>	<b>15</b>
<b>Stock sheets</b>	<b>4</b>
<b>System and program documentation</b>	<b>5</b>
<b>Tax returns – employees</b>	<b>5</b>
<b>Taxation returns and assessments Records of subscriptions or levies paid by its members</b>	<b>5</b>
<b>Time and piecework records</b>	<b>7</b>
<b>Transfer duty records</b>	<b>Permanently</b>
<b>Transfer of marketable securities</b>	<b>5</b>
<b>Unemployment insurance contributor's card</b>	<b>Until Service terminated</b>
<b>Used</b>	<b>3</b>
<b>used at court convened meetings</b>	<b>3</b>
<b>Wage and salary records (including overtime details)</b>	<b>7</b>
<b>Workmen's Compensation documents</b>	<b>3</b>
<b>Yearend working papers for companies</b>	<b>4</b>



### **3.5. Recipients or categories of recipients with whom personal information is shared**

Scania SA may share the personal information of our data subjects for any of the purposes outlined in Section 3.1, with: the following:

- Scania Group Companies in South Africa and in other countries
- Scania SA dealerships and service centres
- Scania information process operators
- Service providers and agents who perform services on our behalf.

Scania does not share the personal information of our data subjects with any third parties, except if:

- Legal or regulatory purposes requires Scania to avail information including for purposes of existing or future legal proceedings
- In the event of sale or acquisition of one or more business where we may transfer our rights under any customer agreement we have with you;
- Scania SA is participating in the prevention of fraud, loss, bribery or corruption as per the Prevention and Combating of Corruption Activities Act 12 of 2014;
- Operator Agreement bound operators who perform services and process personal information on our behalf of Scania SA
- Required to improve the quality of our service and/or products unless explicitly stated during data collection

### **3.6. Information security measures to protect personal information**

Scania has implemented reasonable technical and organisational measures to protect of personal information processed by Scania SA and its Operators i.e., third parties that process personal information on behalf of Scania SA.

Scania continuously implements and monitors technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction. Furthermore, Scania SA ensures that operators who process personal information on behalf of Scania apply adequate safeguards as outlined in the Scania POPI Management System and related Operator Agreement



### **3.7. Trans-border flows of personal information**

Scania SA will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing, and will do so only in accordance with the POPI Act and the European Union General Data Protection Regulation (EU GDPR) or under the condition whereby the data subject consents to transfer of their personal information to third parties in foreign countries. Scania SA continuously ensures that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act.

## **4. Prescribed request forms and fees**

### **4.1. Form of request**

In order for Scania SA to facilitate a request for access to information, correction and/or omission, the requester must do the following:

- Access the request form on [www.scania.co.za](http://www.scania.co.za)
- Provide sufficient detail to enable the Company to identify:
  - The exact record(s) requested.
  - The requestors full contact details (and, if an agent is lodging the request, proof of capacity) including the South African postal address, email address or fax number of the requestor.
  - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
  - The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

### **4.2. Prescribed fees**

Where Scania has voluntarily provided the Information Regulator with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question. The applicable fees for reproduction as referred to above are:



For every photocopy of an A4-size page or part thereof	R 1.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R 1.00
For a copy in a computer-readable form on a compact disc of DVD	R 100.00
A transcription of visual images, for an A4-size page or part thereof	R 70,00
For a copy of visual images	R 70,00
A transcription of an audio record, for an A4-size page or part thereof	R 70.00
For a copy of an audio record	R 50.00

### 4.3. Request Fees

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

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 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
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.
- The detailed Fee Structure is available on the website of the Company, at
- the following address [www.scania.co.za](http://www.scania.co.za)

### 4.4. Access to prescribed forms and fees

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Group Assurance Manager (see contact details in section 2). Prescribed forms and fees can be found on the Company website.

## 5. Remedies

### 5.1. Internal Remedies

Scania SA does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.



## **5.2. External Remedies**

**External remedies are subject to the provisions of the Act, a requestor that is dissatisfied with an Information Officer's refusal to disclose information, may within 180 days of notification of the decision, apply to a Court for relief. Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 180 days of notification of the decision, apply to a Court with appropriate jurisdiction for relief**

## **6. Decisions**

**Within 30 days of receipt of the request, Scania SA decide whether to grant or decline the request and give notice with reasons (if required) to that effect.**

**Scania SA may further extend the 30 day period within which FirstRand has to decide whether to grant or refuse the request by a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another office Scania Office or third party archiving company and the information cannot reasonably be obtained within the original 30 day period.**

**FirstRand will notify the requester in writing should an extension be sought.**