



PAIA Manual

*Prepared in terms of Section 51 of the Promotion of Access to Information Act
2 of 2000 (as amended)*

KAL TIRE MINING TYRE SERVICES SA (PTY) LTD.

Registration Number: 2011/008778/07

(“Company” or “KTS”)

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Version: 2026.01

TITLE PAGE

PAIA MANUAL

Kal Tire Mining Tyre Services SA (Pty) Ltd

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA) and incorporating the requirements of the Protection of Personal Information Act, 2013 (POPIA).

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REVISION HISTORY

Version	Date	Description	Prepared By	Approved By
2026.01	01 Feb 2026	Initial publication of updated PAIA Manual	Head of Legal	Vice President Head of Finance

HOW THIS MANUAL IS UPDATED

This Manual is reviewed annually or when material changes occur in legislation, business operations, or information-processing practices. Updates are approved by the Information Officer and published on the Company's website and internal systems.

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1. INTRODUCTION

Kal Tire Mining Tyre Services SA (Pty) Ltd. (“KTS”) is a private body as defined in section 1 of the Promotion of Access to Information Act, 2000 (“PAIA”) and a responsible party as defined in section 1 of the Protection of Personal Information Act, 2013 (“POPIA”).

This Manual is prepared and published in accordance with section 51 of PAIA. It contains the information prescribed for private bodies in terms of section 51, including the following:

- 1.1 The contact details of the Head of KTS, as required by section 51(1)(a)(i) of PAIA.
- 1.2 A description of the guide referred to in section 10 of PAIA, as required by section 51(1)(b)(i) of PAIA.
- 1.3 A description of the records of KTS that are available without a requester having to submit a formal request for access in terms of PAIA, as contemplated in section 51(1)(b)(ii) of PAIA.
- 1.4 A description of the records of KTS that are available in accordance with any legislation other than PAIA, as required by section 51(1)(b)(iii) of PAIA.
- 1.5 A description of the subjects on which KTS holds records, together with the categories of records held in relation to each subject, in sufficient detail to facilitate a request for access in terms of PAIA, as required by section 51(1)(b)(iv) of PAIA.
- 1.6 The purpose of the processing of Personal Information by KTS, as contemplated in section 51(1)(c)(i) of PAIA.
- 1.7 A description of the categories of Data Subjects and the categories of Personal Information relating to those Data Subjects that are processed by KTS, as required by section 51(1)(c)(ii) of PAIA.
- 1.8 A description of the categories of recipients to whom Personal Information may be supplied, as required by section 51(1)(c)(iii) of PAIA.
- 1.9 Details of any actual or planned cross-border transfers of Personal Information by KTS, including transfers outside the Republic of South Africa, as contemplated in section 51(1)(c)(iv) of PAIA.
- 1.10 A description of the information security measures implemented by KTS to safeguard the confidentiality, integrity, and availability of Personal Information processed by KTS, as contemplated in section 51(1)(c)(v) of PAIA.

The purpose of this Manual is to assist requesters in submitting requests for access to records held by KTS in accordance with sections 53 and 54 of PAIA. The Manual also explains how Data Subjects may request access to, or correction or deletion of, their Personal Information held by KTS in terms of sections 23 and 24 of POPIA.

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Nothing in this Manual should be interpreted as creating or conferring an automatic right of access to any record held by KTS. Access to records will be granted only in accordance with the provisions of PAIA and POPIA, and subject to any applicable limitations or grounds for refusal.

This Manual will be reviewed and updated from time to time in accordance with section 51(2) of PAIA.

2. DEFINITIONS AND ABBREVIATIONS

In this Manual, the following words bear the meaning set out below:

“Data Subject”	means the persons to whom PI applies in terms of section 1 of POPIA.
“Deputy Information Officer”	means any person designated by the head of KTS in terms of section 56 of POPIA and as registered with the Information Regulator.
“Employee or employee”	means any person who works for or provides services to or on behalf of KTS and receives or is entitled to receive remuneration.
“Guide”	means the guide that explains how to use PAIA and POPIA, which is prepared and updated by the Information Regulator in terms of section 10 of PAIA.
“Information Officer”	means the head of KTS, registered with the Information Regulator in terms of section 55(2) of POPIA.
“Information Regulator”	means the regulatory body established in terms of section 39 of POPIA.
“KTS”	means Kal Tire Mining Tyre Services SA (Pty) Ltd.
“Operator”	means a person who processes PI for KTS in terms of a contract or mandate, without coming under the direct authority of KTS, as provided for in section 1 of POPIA, and the word “Operators” shall have a corresponding meaning.
“Personal Requester”	means a requester seeking access to a record containing their own personal information, and who is not required to pay a request fee.

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“PI”

means the meaning of “personal information” ascribe to it in section 1 of POPIA which is personal information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic persons, including, but not limited to:

- (a) 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 persons,
- (b) information relating to the education or the medical, financial, criminal or employment history of the person,
- (c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person,
- (d) biometric information of the person,
- (e) personal opinions, views or preferences of the person,
- (f) 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,
- (g) views or opinions of another individual about the persons, and
- (h) 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.

“Processing”

means the meaning ascribed to it in section 1 of POPIA and includes any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use,
- (b) dissemination by means of transmission, distribution or making available in any other form,

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- (c) merging, linking, as well as restriction, degradation, erasure or destruction of information, and
 - (d) “Process” and “Processed” shall have corresponding meanings,
- “Requester” or “requester” means any person or entity requesting access to a record that is under the control of KTS in terms of PAIA or any Data Subject requesting details of any PI relating to that Data Subject or a copy of the PI in terms of POPIA.
- “Special PI” means the meaning ascribed to “special personal information” in section 1 of POPIA and includes any PI of a Data Subject, concerning:
- (a) the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a Data Subject, or
 - (b) the criminal behaviour of a Data Subject to the extent that such information relates to –
 - (i) the alleged commission by a Data Subject of any offence, or
 - (ii) any proceedings in respect of any offence allegedly committed by a Data Subject or the disposal of such proceedings.
- “Manual” means this manual which is published in accordance with section 51 of PAIA and “this manual” shall have the same meaning.

3. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- 3.1 To provide an overview of the categories of records held by KTS.
- 3.2 To outline the requirements relating to who may request access to information in terms of PAIA, as well as the grounds on which such a request may be refused.
- 3.3 To describe the procedures, manner, and prescribed form in which a request for access to information must be submitted.
- 3.4 To ensure compliance with the additional requirements prescribed by POPIA.

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4. ABOUT KTS

4.1 Full Legal Name:

Kal Tire Mining Tyre Services SA (Pty) Ltd

4.2 Trading Name:

Kal Tire Mining Tyre Services SA (Pty) Ltd

4.3 Registration Number:

2011/008778/07

4.4 VAT Number:

4860264003

4.5 Registered Address:

Level 2 East Gallagher House Office Park
Gallagher Convention Centre
19 Richards Drive
Midrand
1685
South Africa

4.6 Physical and Postal Address:

Same as Registered Address

4.7 Contact Number:

011 310 2202

4.8 Nature of Business:

KTS operates within the wholesale and retail sector, with its core business activities focused on supplying tyres, tyre-related services, technical support services, and associated products, primarily to the mining industry.

KTS provides, among others, the following products and services to its customers:

- Off-the-Road (OTR), agricultural, commercial, Truck and Bus Radial (TBR), Light Delivery Vehicle (LDV), and passenger tyres.
- Rims, tubes, flaps, tyre fill solutions, accessories, and related components.
- Tyre fitting and stripping, mounting and demounting, and specialised technical services.

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4.9 **Operational Footprint:**

KTS operates throughout South Africa, with branch locations including Lydenburg, Mokopane, Middelburg, Secunda, Pinetown, Richards Bay, Bloemfontein, Roodepoort, Alrode, Brits, Rustenburg, and Hotazel.

5. **INFORMATION OFFICER / DEPUTY INFORMATION OFFICER DETAILS**

5.1 **Information Officer**

Full Name:

John Martin

Position:

Vice President – Kal Tire Southern Africa

Email Address:

PaiaRequest@kaltire.com

Telephone Number:

011 310 2202

Business Address:

Level 2 East Gallagher House Office Park
Gallagher Convention Centre
19 Richards Drive
Midrand
1685
South Africa

5.2 **Deputy Information Officer**

Full Name:

Peter Marriott

Position:

Head of Legal – Kal Tire Southern Africa

Email Address:

PaiaRequest@kaltire.com

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Telephone Number:

011 310 2202

Business Address:

Level 2 East Gallagher House Office Park
Gallagher Convention Centre
19 Richards Drive
Midrand
1685
South Africa

6. INFORMATION REGULATORS GUIDE

In terms of section 10 of PAIA, the Information Regulator is required to compile and make available a Guide to assist persons who wish to exercise any rights contemplated in PAIA or POPIA.

The Information Regulator has compiled and published an official Guide for this purpose. The Guide is available free of charge from the Information Regulator. Requests to inspect the Guide at the office of the Information Officer, or requests to obtain a copy of the Guide from the Information Officer, must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757, dated 27 August 2021, issued under the PAIA Regulations.

7. INFORMATION REQUEST CONSIDERATIONS

PAIA provides that a requester may submit a request for access to information only where the information is required for the exercise or protection of a legitimate right.

Accordingly, access to information will not be granted unless the requester provides sufficient information to enable KTS to identify:

1. The right that the requester seeks to exercise or protect; and
2. The reasons why the requested information is required for the exercise or protection of that right.

The exercise of any rights in terms of PAIA is subject to justifiable limitations, including the reasonable protection of personal privacy, commercial confidentiality, and the promotion of effective, efficient, and good governance.

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PAIA and the procedures set out in this Manual may not be used as a mechanism to obtain access to records for the purposes of criminal or civil proceedings, nor to request information after the commencement of such proceedings where access to such records is governed by applicable rules of court or other relevant legal processes.

The Deputy Information Officer has been authorised to receive and coordinate all requests for access to records in terms of PAIA, in order to facilitate compliance with the requirements of PAIA and POPIA.

All requests for access to records in terms of PAIA and this Manual must be submitted to the Information Officer or the Deputy Information Officer using the contact details provided in paragraph 5 above.

8. CATEGORIES OF RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION

Certain records held by KTS are available in terms of legislation other than PAIA. Access to such records is governed by the specific provisions of the applicable legislation, and, in some instances, access may be restricted to persons identified in that legislation.

The applicable legislation includes, but is not limited to, the following:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991
- National Environmental Management: Waste Act 59 of 2008

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9. CATEGORIES OF RECORDS HELD BY THE COMPANY

The following is a non-exhaustive list of the categories of records held by KTS. The procedure in terms of which requests for access to these records may be submitted is set out in section 12 of this Manual.

Important Notice:

The inclusion of categories of records and descriptions of records in this Manual does not create any presumption that access will be granted to such records. All requests for access remain subject to the provisions of PAIA, including the applicable grounds for refusal. A requester must, in all instances, demonstrate that they are entitled to access the requested records in terms of PAIA.

Categories of Records and Description of Records

Administration

- Shareholder records
- Share register
- Minutes of shareholder meetings

Directors' Records

- Minutes of board meetings
- Incorporation records of KTS
- Statutory records relating to, among others, taxation, value-added tax (VAT), the Compensation for Occupational Injuries and Diseases Act (COIDA), and broad-based black economic empowerment (BBBEE)
- Minutes of meetings of board committees and subcommittees

Management

- Minutes of Executive Committee meetings
- Internal correspondence
- Resolutions of the directors of KTS

Finance

- Accounting records
- Tax records
- Debtors' records
- Creditors' records
- Insurance records
- Auditors' reports

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- Annual financial statements
- Bank statements and related banking records
- Invoices issued to debtors and related billing information

Human Resources

- Employee lists and employee statistics
- Employment contracts and conditions of employment
- Curriculum vitae and qualification records of employees
- Records relating to prospective employees, including curriculum vitae
- Personnel records, including personal details, disciplinary records, performance management and internal evaluation records
- Employee tax records
- Records relating to Unemployment Insurance Fund (UIF) contributions
- Records relating to group life assurance and disability income protection
- Provident and pension fund records
- Payroll records
- Occupational health and safety records
- Workplace skills plans
- Codes of conduct
- Disciplinary code and procedures
- Grievance and appeal procedures
- Remuneration policies
- Internal policies and procedures relating to, among others, dismissals, performance management, recruitment and selection, advertising and filling of positions, retirement, promotions, leave, sick leave, study leave, remuneration, overtime, bonuses, occupational health and safety, BBBEE procurement, employee loans, use of company resources (including telephones, motor vehicles and computer systems), sexual harassment, and HIV/AIDS
- Training schedules and training materials
- Personnel-related correspondence

Suppliers

- Supplier databases and supplier information
- Agreements with suppliers

Information Technology

- Computer software and software licences
- Support and maintenance agreements
- Records relating to information technology systems and programmes

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Property

- Asset registers
- Lease agreements relating to immovable property
- Insurance records relating to movable property
- Insurance records relating to immovable property

Miscellaneous

- Internal correspondence

10. PROCESSING OF PERSONAL INFORMATION

KTS takes the privacy and protection of Personal Information (“PI”) seriously and processes PI strictly in accordance with POPIA and any other applicable legislation governing privacy rights.

All relevant privacy conditions and requirements relating to the processing of PI, including collection, handling, transfer, sharing, correction, storage, archiving, and deletion, are applied to any PI processed by KTS.

10.1 Purpose of Processing

KTS processes PI for the following purposes:

- Human resources, payroll, and recruitment
- General staff administration
- Product supply, service delivery, quotations, orders, and warranties
- Customer and supplier management
- Legal and regulatory compliance
- Governance, auditing, and reporting requirements

10.2 Categories of Data Subjects and Personal Information Processed

KTS may hold, at any given time, the following PI relating to employees, customers, suppliers, contractors, advisors, or shareholders:

Employees

- Name and contact details
- Gender, race, age, language
- Pregnancy, marital, and parental status
- Identity number and identity documents (including passports)

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- Physical and postal addresses
- Employment history and references
- Employee number
- Banking and financial details, including payments to third parties
- Employment contracts
- Medical aid records
- Pension/provident fund records
- Remuneration and salary records
- Performance appraisals and disciplinary records
- Leave records
- Training records and qualifications
- Biometrics, medical records, and disability status
- Criminal records

Customers, Suppliers, Contractors, and Advisors

- Names of contact persons and legal entity names
- Physical, postal, and contact details
- Financial information
- Registration and founding documents
- Tax-related information
- Authorized signatories, beneficiaries, and ultimate beneficial owners
- Other information reasonably required for business operations

Shareholders

- Number and class of shares held
- Share certificates, allocation, and transfer records
- Share subscription agreements
- Beneficial ownership details
- Dividend payment records
- Shareholder loan accounts (if applicable)
- Voting rights and participation records

10.3 Recipients or Categories of Recipients

KTS may supply PI to the following recipients or categories of recipients where necessary:

- Firms, organisations, or persons engaged to collect payments, recover debts, or provide services on KTS's behalf

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- Suppliers of products or services to KTS
- Payment systems used by KTS
- Regulatory or governmental authorities, ombudsmen, or tax authorities, where legally required
- Customers, where sharing PI is contractually required
- Credit bureaus
- Third parties receiving payments on behalf of employees
- Financial institutions from which payments are received
- Employees, customers, contractors, or temporary staff, where relevant
- Any other operator processing PI on behalf of KTS

KTS will only share PI with third parties if:

- Required by law
- Necessary for existing or future legal proceedings
- Involved in the prevention of fraud, loss, bribery, or corruption
- Required to fulfil contractual obligations
- The third party processes PI as an operator on behalf of KTS

10.4 Cross-Border Transfer of PI

KTS may transfer, store, or process PI outside the Republic of South Africa where necessary for operational, commercial, contractual, regulatory, or technological purposes, including the use of cloud services, international service providers, affiliated entities, or business partners.

KTS ensures that all foreign operators are bound by applicable laws, binding corporate rules, or contractual agreements that provide adequate protection for PI and uphold the principles of reasonable and lawful processing under POPIA.

10.5 Information Security Measures

KTS implements extensive information security measures to ensure the confidentiality, integrity, and availability of PI. Technical and organisational measures are applied to protect PI against unauthorised or unlawful processing, accidental loss, destruction, or damage.

Such measures include, but are not limited to:

- Firewalls and secure web gateways
- Regular vulnerability scans of IT networks and systems

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- Cybersecurity awareness training for all employees
- Virus protection software with regular updates
- Logical and physical access controls
- Secure configuration of hardware and software forming KTS's IT infrastructure

11. RECORDS AVAILABLE WITHOUT A PAIA REQUEST

The following records may be accessed without submitting a formal request in terms of PAIA, subject to change and where applicable:

11.1 Corporate Information

- Company Name, Registration Number, and Legal Status
- Registered Office and Contact Details
- Company Profile

11.2 Policies and Certificates

- Code of Ethics / Conduct (summary)
- Anti-Corruption Policy (summary)
- Broad-Based Black Economic Empowerment (B-BBEE) Certificate, if applicable

11.3 Products and Services

- Product Brochures and Catalogues, where available
- Public Marketing Materials, where available

11.4 Forms and Templates

- Customer Onboarding Forms
- Supplier Onboarding Forms

11.5 PAIA & POPIA Documents

- This PAIA Manual
- PAIA Request Form
- POPIA Privacy Notice
- Data Subject Request Forms

Note: Access to these records may still be subject to limitations under applicable law, confidentiality obligations, or operational considerations. Availability of records may change from time to time.

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12. PROCEDURE FOR REQUESTING ACCESS TO RECORDS

12.1 Submission of Requests

Any request for access to a record or information in terms of PAIA must substantially correspond with **Form 2 of Annexure A to Government Notice No. R.757**, dated 27 August 2021, promulgated under the PAIA Regulations. Requests must be specific in terms of the record or information being sought. Please refer to **Annexure A**.

12.2 Identification of Rights

The requester must identify the right they wish to exercise or protect by accessing the record(s) held by KTS and must provide an explanation of why the requested record(s) is or are necessary for the exercise or protection of that right.

12.3 Assessment of Requests

Upon receipt of a PAIA request, KTS will evaluate the request and respond to the requester with the outcome. Where applicable, the response will include the fees payable for processing the request. Please refer to **Annexure B** for fee guidelines.

12.4 Non-Compliance with Formalities

Requests that do not comply with the formal requirements prescribed by PAIA will be refused.

12.5 Timeframes for Processing

Requests will generally be processed within **30 (thirty) days** of receipt.

12.6 Extensions

If an extension of time is necessary due to the nature of the request, the requester will be notified in writing, together with the reasons for the extension.

12.7 Granting Access

If the Information Officer decides to grant access, such access must be provided within a further **30 (thirty) days** from the date the requester is informed of the decision.

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12.8 Requests Affecting Third Parties

Where a request affects the rights of a third party, KTS will notify the third party within **21 (twenty-one) days** of receipt of the request. The third party then has **21 (twenty-one) days** to make representations or submissions regarding the request.

12.9 Third-Party Appeals

If the Information Officer decides to grant access despite the involvement of a third party, the third party may appeal the decision in a court of competent jurisdiction within **30 (thirty) days**. If no appeal is lodged within this period, access will be granted to the requester.

12.10 Requests Under POPIA

POPIA provides that a data subject may, upon proof of identity, request KTS to confirm, free of charge, all personal information held about them and may request access to such information, including information about third parties who have had access to it.

12.11 Fees for POPIA Requests

Where the data subject is required to pay a fee for services provided, KTS will provide a written estimate of the amount payable before rendering the service and may require payment of a deposit for all or part of the fee.

12.12 Grounds for Refusal

The grounds on which KTS may refuse a request are set out in PAIA and are discussed in **Section 14** below.

12.13 Objection to Processing

A data subject may object, at any time, to the processing of their personal information by KTS on reasonable grounds relating to their particular situation, unless legislation requires such processing. The objection must be submitted using the prescribed form attached hereto as **Annexure D**, to the Information Officer or Deputy Information Officer at the addresses or email provided in Section 6 above.

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12.14 **Correction or Deletion of Personal Information**

A data subject may request KTS to correct, delete, or destroy personal information in its possession that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained. They may also request the destruction or deletion of records that KTS is no longer authorised to retain under POPIA's retention and restriction provisions.

12.15 **Submission of Correction or Deletion Requests**

Requests for correction, deletion, or destruction of personal information must be submitted to the Information Officer or Deputy Information Officer using the prescribed form attached as **Annexure E**, either at the postal/physical address or via the email address provided above.

12.16 **Proof of Identity**

To authenticate the requester and the request, proof of identity must be provided. Acceptable forms include a certified copy of an identity document or other legally recognised identification, in addition to the completed prescribed form.

13. FEES PAYABLE IN RESPECT OF ACCESS TO RECORDS

The fees applicable to sections 13.1, 13.2, and 13.3 are set out in **Annexure B**.

13.1 **Request Fee**

A requester (other than a Personal Requester) is required to pay the prescribed request fee before KTS will process the request for access to records.

Processing of the request will commence only once proof of payment of the prescribed request fee has been received.

13.2 **Access Fees**

Access fees may be payable by all requesters, including Personal Requesters, for:

- The reproduction of records
- The search for and preparation of records
- Any time reasonably required to produce or provide access to the requested record

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13.3 Search and Preparation Fees

In addition to the request fee and access fees, KTS may charge a fee for the time reasonably required to search for, retrieve, and prepare the requested record for disclosure.

13.4 Deposit

Where KTS receives a request for access to information that will require more than **six (6) hours** to search for, compile, and prepare the requested record, KTS may require the requester to pay a deposit.

The deposit will not exceed **one-third (1/3)** of the total estimated access fee.

KTS will notify the requester in writing of:

- The estimated total access fee payable; and
- The amount of the required deposit.

Processing of the request may be suspended until the required deposit has been paid.

13.5 Payment of Fees

Payment of all applicable fees must be made in the manner prescribed by KTS. Proof of payment must be submitted to the Information Officer or Deputy Information Officer.

Access to the requested record will only be granted once all applicable fees have been paid in full.

13.6 Exemptions

A Personal Requester is not required to pay a request fee but may be required to pay prescribed access fees.

13.7 Amendments to Prescribed Fees

The prescribed fees may be amended from time to time in accordance with the PAIA Regulations. Updated fee information may be obtained from the Information Officer.

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14. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION OR RECORD(S) AND PROTECTION OF INFORMATION

14.1 Statutory Grounds for Refusal

KTS may refuse, and is in certain circumstances required to refuse, a request for access to records on any of the grounds set out in **Chapter 4 of Part 3 of PAIA**, including where disclosure would:

- Result in the unreasonable disclosure of personal information relating to a third party
- Prejudice the commercial information or trade secrets of a third party or of KTS
- Disclose confidential information of a third party
- Endanger the safety of an individual or prejudice or impair the protection of property
- Reveal records that are privileged in legal proceedings
- Prejudice the research information of a third party or KTS

14.2 Legal Professional Privilege

Access to records may also be refused where the records are subject to legal professional privilege.

14.3 Internal Appeals

PAIA does not provide for an internal appeal procedure for decisions made by private bodies. Accordingly, any decision made by the Information Officer or Deputy Information Officer is final in respect of internal processes.

14.4 Judicial Remedies

If a requester is dissatisfied with the outcome of a request for access, the requester may apply to a court of competent jurisdiction within **30 (thirty) days** of receiving notice of the refusal, for an order compelling the disclosure of the requested record(s) or for any other appropriate relief.

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15. AVAILABILITY OF THIS MANUAL

This Manual is available as follows:

15.1 Upon request by email at **PaiaRequest@kaltire.com**; or.

15.2 For inspection at the Company's head office located at:

Level 2 East Gallagher House Office Park

Gallagher Convention Centre

19 Richards Drive

Midrand

1685

South Africa

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**REQUEST FOR ACCESS TO RECORD
[Regulation 7]**

Requests can be submitted either via post or e-mail: PaiaRequest@kaltire.com and should be addressed to the Information Officer.

Note:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

To: **The Information Officer**

Address: _____

E-mail address: _____

Mark with an "X"

Request is made in my own name.

Request is made on behalf of another person.

PERSONAL INFORMATION

Full names and surname: _____

Identity number: _____

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

Postal address: _____

Street address: _____

Email address: _____

Contact numbers:

 Telephone number (business): _____

 Facsimile number: _____

 Cellular number: _____

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PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

**TYPE OF RECORD
(Mark with an "X")**

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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FORM OF ACCESS
(Mark with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription or virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

Indicate which right is to be exercised or protected:

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

FEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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:

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address:

Facsimile:

Electronic communication (Please specify):

Disclaimer:

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ANNEXURE B - Fees

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotations from the service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotations from the service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
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. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

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**OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]**

1. If your request is granted the-
 - a) amount of the deposit, (if any), is payable before your request is processed; and
 - b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at the registered address of [_____] (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you are liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of a virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

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Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotations from the Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00		
Postage, e-mail or any other electronic transfer	Actual costs		
TOTAL			

Deposit payable (if search exceeds six hours):

Yes No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

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The amount must be paid into the following Bank account:

Name of bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch code: _____
Reference number: _____
Submit proof of payment to: _____

Signed at _____ on this _____ day of _____ 20__

Signature of Information Officer

Disclaimer:

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ANNEXURE D – Objection Form

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 2]

Requests can be submitted either via post or e-mail: PaiaRequest@kaltire.com and should be addressed to the Information Officer.

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number

Residential, postal or business address:

Code (_____)

Contact number(s):

Fax number/ E-mail address:

B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

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Residential, postal or business address:

Code (_____)

Contact number(s):

Fax number/ E-mail address:

C REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)

(Please provide detailed reasons for the objection)

Signed at _____ this _____ day of _____ 20__

Signature of Data Subject/Designated Person

Disclaimer:

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ANNEXURE E – Request for Correction

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Requests can be submitted either via post or e-mail: PaiaRequest@kaltire.com and should be addressed to the Information Officer.

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark with an "X"

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number

Residential, postal or business address:

Code (_____)

Contact number(s):

Fax number/ E-mail address:

Disclaimer:

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B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ Registered name of responsible party (i.e. the name of the company to whom this request is directed):

Residential, postal or business address:

Code (_____)

Contact number(s):

Fax number/ E-mail address:

C INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

D REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;

AND/OR

REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.

(Please provide detailed reasons for the request)

Signed at _____ this _____ day of _____ 20__

Signature of Data Subject/Designated Person

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