

THE LUBE LADIES (PTY) LTD

Registration Number: 2021/396844/07

Manual in terms of Section 51 of the Promotion of Access to
Information Act, 2 of 2000

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PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

SECTION 51 MANUAL OF THE LUBE LADIES (PTY) LTD

(REG. NO: 2021/396844/07)

1. CONTACT PARTICULARS

Head of business: Ginette de Fleuriot

Information officer: Samantha Bürgin

Postal address: PO Box 1237 Stellenbosch 7599

Physical address: 11 Nerina street Franschoek 7690

Cell numbers: 074 100 9865; 083 288 4985

Email address: info@lubeladies.com

Website: www.lubeladies.com

2. INTRODUCTION

Retail

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

- 3.1 The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures at the rates provided. The forms and tariffs are dealt with in Sections 53 and 54 of the Act.
- 3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which contains information for the purposes of exercising Constitutional Rights

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION



Information which is not readily available as indicated in the manual may be requested in accordance with the procedure prescribed in terms of the Act. Copies of these prescribed forms to be completed for submitting a request, are available from THE LUBE LADIES (PTY) LTD: info@lubeladies.com

5. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Businesses Act 71 of 1991
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act, 25 of 2002
- Income Tax Act 58 of 1962
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Tax Administration Act 28 of 2011
- Value Added Tax Act 89 of 1991

6. INFORMATION AUTOMATICALLY AVAILABLE

- Details on www.lubeladies.com

7. INFORMATION AVAILABLE IN TERMS OF THE ACT – ON REQUEST

Statutory Business Records

- Certificate of Incorporation
- Memorandum of Incorporation
- Minutes of Shareholders Meetings
- Minutes of Directors Meetings
- Shareholders Agreements

Accounting Records

- Annual financial statements and working papers
- General ledger
- Subsidiary ledgers (receivables, payables, etc)
- Bank statements
- Customer and supplier statements and invoices
- Cash books and petty cash records
- Tax returns and assessments
- Lease or instalment sale agreements
- Insurance records
- Inventory records

Information Technology

- Internet

Legal, Agreements and Contracts

- Contracts, including lease agreements and finance agreements
- Agreements with Customers
- Agreements with Shareholders, officers or directors

Intellectual Property

- Designs, trademarks, trade names and protected names

Sales and Marketing

- Brochures, newsletters and marketing material
- Customers
- Products
- Sales

8. GENERAL

Not applicable

9. REQUESTING PROCEDURES

A person who wants access to the records of THE LUBE LADIES (PTY) LTD must complete the necessary request forms which are available at the offices of THE LUBE LADIES (PTY) LTD or which can be accessed on www.justice.gov.za/inforeg. The completed request forms must be sent to the address provided in this manual and must be marked for the attention of the Information Officer if submitted to the offices of THE LUBE LADIES (PTY) LTD.

Please provide sufficient details to enable the company to identify:

- a) The record(s) requested
- b) The requester (and if an agent is lodging the request, proof of capacity)
- c) The form of access required
- d) The postal address of the requester in RSA
- e) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof
- f) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10. PRESCRIBED FEES

- A requester may be required to pay a prescribed fee before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit may be payable;

- A requester may lodge an application with a court against the tender/payment of the requested fee and/or deposit, should a fee be applicable;
- Records may be withheld until the fees have been paid, should a fee be applicable; and
- The South African Human Rights Commission handed over all PAIA related matter to the Information Regulator of South Africa with effect from 1 July 2021. More details are expected to be made available on <https://www.justice.gov.za/infoereg/> Any enquiries can be submitted via infoereg@justice.gov.za

11. PROTECTION OF PERSONAL INFORMATION PROCESSED

THE LUBE LADIES (PTY) LTD is committed to protecting the privacy of the personal information of our data subjects. The information you share with us as a data subject allows us to provide you with the best experience with regards to our products and services, or as a stakeholder.

THE LUBE LADIES (PTY) LTD has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

11.1 The purpose of processing personal information

We process personal information for various reasons, including but not limited to the following:

- To manage information, products and/or services requested by data subjects
- To help us identify data subjects when they contact us
- To maintain client records
- General administration
- Financial and tax purposes
- To improve the quality of our products and services
- Marketing purposes

11.2 Data subject categories and personal information processed

- Customers
 - Email address
 - Telephone number
- Suppliers
 - Email address
 - Telephone number
- Visitors (Walk-ins)
 - Email address
 - Telephone number

11.3 Recipients with whom personal information is shared

In processing your personal information, we may share it within our group of companies or with other third parties. These include but are not limited to:

- Statutory authorities
- Tax authorities
- Service providers

11.4 Security measures implemented to protect personal information

We have identified our security risks over the personal information we process in line with the Protection of Personal Information Act, and we have implemented various security measures to ensure reasonable protection against the risk of loss, misuse, unauthorized access and disclosure, alteration and destruction of the personal information.

We also take steps to ensure that operators that process personal information on behalf of THE LUBE LADIES (PTY) LTD apply adequate safeguards as outlines above.

11.5 Trans-border flows of personal information

We may transfer to, and store personal information we collect about you, in countries other than South Africa, if the relevant business transactions or situation requires trans-border processing. These countries may not have the same data protection laws as South Africa, and in this instance, we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.

11.6 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

Where information on third parties is provided by a data subject, or a third party provides information on a data subject, that information may be taken into account with other personal information.

11.7 Data Breaches

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorized person, THE LUBE LADIES (PTY) LTD shall notify:

- The Regulator; and
- The data subject, unless the identity of such data subject cannot be established

The notification will be made as soon as reasonably possible after the discovery of the compromise, taking into account the legitimate needs of law enforcement or any measures reasonably necessary to determine the scope of the compromise and to restore the integrity of the responsible party's information system.

12. AVAILABILITY OF THE MANUAL

Copies of the manual are available for inspection, free of charge, at the offices of THE LUBE LADIES (PTY) LTD, and at www.lubeladies.com

G. DE FLEURIOT

SIGNED BY: HEAD OF BUSINESS

G. de Fleuriot

SIGNED ON: 12/12/2021

S. BURGIN

INFORMATION OFFICER

S. Burgin

12/12/2021

[Handwritten signature]