

# PAIA MANUAL

## **AutoZone Holdings (Pty) Ltd** (Registration number: 2014/064293/07) TRADING AS AUTOZONE

Manual in terms of the  
Promotion of Access to Information Act, Act 2 of 2000 (As Amended)

Date of Update: 04 March 2025

## TABLE OF CONTENTS

1. INTRODUCTION .....	3
2. PURPOSE OF PAIA MANUAL .....	5
3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF AUTOZONE HOLDINGS (PTY) LTD.....	6
4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE ....	7
5. CATEGORIES OF RECORDS OF AUTOZONE HOLDINGS PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS .....	8
6. DESCRIPTION OF THE RECORDS OF AUTOZONE HOLDINGS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION .....	9
7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY AUTOZONE HOLDINGS (PTY) LTD .....	9
8. PROCESSING OF PERSONAL INFORMATION .....	9
9. REQUESTING ACCESS TO INFORMATION .....	10
10. AVAILABILITY OF THE MANUAL .....	11
11. UPDATING OF THE MANUAL .....	12

## 1. INTRODUCTION

AutoZone Holdings (Pty) Ltd is a private body conducting business as an automotive parts distributor, wholesalers and retailer.

This manual sets out the procedure to be followed by the requester when requesting access to information/documents including personal information from AutoZone as contemplated in terms of POPIA and PAIA.

This manual may be amended from time to time and the latest version will be made public as soon as any amendments have been finalised.

Any requester is advised to contact Sekhwela Mokgala ([paia.requests@autozone.co.za](mailto:paia.requests@autozone.co.za)) should the requester require any assistance in respect of the utilisation of this manual and/or the requesting of documents/information including personal information from AutoZone.

In this manual, unless the context indicates otherwise:

**“the Act”** shall mean the Promotion of Access to Information Act No. 2 of 2000 as amended, together with all relevant regulations published;

**“IO”** shall mean Information Officer;

**“the/this manual”** shall mean this manual together with all annexures thereto as available from the offices or website of AutoZone

**“PAIA”** shall mean Promotion of Access to Information Act No. 2 of 2000 (As Amended);

**“personal information”**

shall mean that as defined under section 1 of POPIA namely, information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, 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 person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the 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) the views or opinions of another individual about the person; 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;

**“POPIA”** shall mean Protection of Personal Information Act No.4 of 2013;

**“Regulator”** shall mean the Information Regulator established in terms of section 39 of POPIA

**“Republic”** shall mean Republic of South Africa

**“requester”** shall mean any person or entity requesting information/documents from AutoZone as contemplated in terms of the POPIA and PAIA

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

**3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF AUTOZONE HOLDINGS (PTY) LTD**

**3.1. Appointed / Authorised Information Officer**

Name: Sekhwela Mokgala  
Tel: 011 607 2832  
Email: [paia.requests@autozone.co.za](mailto:paia.requests@autozone.co.za)

**3.2. National or Head Office**

Postal Address: PO Box 33799  
Jeppe  
2043, Gauteng

Physical Address: 111 Mimetes Road  
Denver  
2094, Gauteng

Telephone: 011 620 2700 / 086 11 22 111  
Email: [customer.care@autozone.co.za](mailto:customer.care@autozone.co.za)  
Website: [www.autozone.co.za](http://www.autozone.co.za)

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

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
  - 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 4.3.2.1. the Information Officer of every private body, and
    - 4.3.2.2. every Deputy Information Officer of every private body designated in terms of section 17(1) of section 56 of POPIA<sup>1</sup>;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a private body contemplated in section 50<sup>2</sup>;
  - 4.3.4. the assistance available from the IO of a private body in terms of PAIA and POPIA;
  - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
    - 4.3.6.1. an internal appeal;
    - 4.3.6.2. a complaint to the Regulator; and

---

<sup>1</sup> Section 56(a) of POPIA- Each private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>2</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.6.3. an application with a court against a decision by the information officer of a private body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. The provisions of sections 513 requiring private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 52<sup>4</sup> providing for the voluntary disclosure of categories of records by private body, respectively;
- 4.3.9. the notices issued in terms of sections 545 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>6</sup>.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
  - 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://inforegulator.org.za/>)

## **5. CATEGORIES OF RECORDS OF AUTOZONE HOLDINGS PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

- 5.1. Records that are automatically available in terms of the Companies Act, No 71 of 2008.
- 5.2. All information freely available on AutoZone's website, namely [www.autozone.co.za](http://www.autozone.co.za), are automatically available to any person requesting the information and is therefore not necessary to apply for access thereto in terms of PAIA.

---

<sup>3</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>4</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>5</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>6</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-  
(a) any matter which is required or permitted by this Act to be prescribed;  
(b) any matter relating to the fees contemplated in sections 54;  
(c) any notice required by this Act;  
(d) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



**6. DESCRIPTION OF THE RECORDS OF AUTOZONE HOLDINGS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

6.1. All legislation records required for the running of AutoZone Holdings (Pty) Ltd.

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY AUTOZONE HOLDINGS (PTY) LTD**

7.1. Records under the Companies Act

7.2. Financial Records

7.3. Income Tax Records

7.4. Personnel Documents and Records

**8. PROCESSING OF PERSONAL INFORMATION**

8.1. Purpose of Processing Personal Information

The Personal Information AutoZone processes about you is used:

to provide you with the service you have requested;

to respond to your inquiries; and

for other activities and/or purposes which are lawful, reasonable and adequate, relevant and not excessive in relation to provision of the Website Content, Assets and/or Website, our business activities or such other purpose for which it was collected.

8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Only those Data Subjects necessary for the running of AutoZone Holdings (Pty) Ltd.	Only the personal information necessary for the running of AutoZone Holdings (Pty) Ltd.

8.3. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Only the personal information that Authorities require in performing their duties.	South African Authorities with Jurisdiction.

8.4. Planned transborder flows of personal information

8.4.1. AutoZone may transfer certain information outside the geographical borders of South Africa to serve to service providers for the purposes of, *inter alia*, providing goods and services as well as for data storage and back-up purposes to ensure to ensure the integrity of our systems.

8.4.2. When we transfer your personal information outside the geographical borders of South Africa, AutoZone will ensure that all information/documents including personal information is subject to laws, binding corporate rules or binding agreements comparable to those under PAIA and POPIA.

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

A Compliance Framework has been adopted by AutoZone as contemplated in regulation 4(a) of GNR.1383 of 2018. Each staff member within AutoZone is subject to AutoZone's Privacy Policy, Information Security Policy, Data Breach Policy and Retention Policy. The implementation of these policies is monitored by the Information Officer and the AutoZone Privacy Steering Committee.

## 9. REQUESTING ACCESS TO INFORMATION

9.1. The requester must comply with all the procedural requirements of PAIA relating to the request for access to a record.

9.2. The requester must complete **Form 02: Request for Access to Record [Regulation 7]** (available on the Information regulator website <https://inforegulator.org.za/paia-forms>) and submit this form to the Information Officer at the postal address, physical address or electronic mail address under Part 3 above.

9.3. The prescribed form must contain sufficient particularity in order to enable the Information Officer of AutoZone to identify –

- the records requester;
- the identity of the requester;
- which form is access is required;

- the postal address or electronic email address of the requester in the Republic of South Africa

9.4. In the prescribed form –

- the requester must identify the right that the requester is seeking to protect;
- the requester must provide an explanation of why the requested record is required for the exercise of protection of any right;
- if, in addition to the written reply, the requester wished to be informed of the decision in respect to the of the request in any other manner, the requester must state the manner to be informed; If the request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the information officer of AutoZone.

9.5. AutoZone will inform the requester within 30 (thirty) business days after receipt of the request of its decision to grant or not to grant the request.

9.6. The 30 (thirty) business days period may be extended with a further period of no more than 30 (thirty) business days if the request is for a large number of records or if the request requires AutoZone to search through a large volume for records not kept at the offices of AutoZone.

9.7. If the request for access is granted, the notice will state the access fee (if any) to be paid upon access, the forms in which the access will be given and that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure for lodging the court application.

9.8. If the request for access is refused, the notice will state adequate reasons for the refusal, including the provisions of PAIA relied upon and will state that the requester may lodge an application with a court against the refusal for the request, and procedure (including the period) for lodging the application.

## 10. AVAILABILITY OF THE MANUAL

10.1. A copy of the Manual is available-

10.1.1. On the **AutoZone Corporate Site** (<https://autozone.co.za>);

10.1.2. head office of AutoZone Holdings (Pty) Ltd for public inspection during normal business hours;

10.1.3. to any person upon request; and

10.1.4. to the Information Regulator upon request.

## 11. UPDATING OF THE MANUAL

The Information Officer of AutoZone Holdings (Pty) Ltd will on a regular basis update this Manual.

Issued by



---

**Sekhwela Mokgala**  
Data and Digitalisation Executive (**Information Officer**)

Approved by



---

**Dion de Graaff**  
CEO