



**Integrated Auto Service (Pty) Ltd  
t/a Isuzu Truck World**

Reg No: 2005/024000/07

Cnr. Great North Rd & Deodar Street,  
Pomona, Kempton Park  
Johannesburg, South Africa, 1619  
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[www.isuzutruckworld.co.za](http://www.isuzutruckworld.co.za)

**PROMOTION OF ACCESS TO INFORMATION ACT**

**("PAIA")**

**AND**

**PROTECTION OF PERSONAL INFORMATION ACT**

**("POPIA")**

**SECTION 51 MANUAL**

Prepared in accordance with Section 51 of the Promotion of Access to  
Information Act, No. 2 of 2000

This document serves as the information manual as required by Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 (the "Act") for a private body. It provides information on the records held and the process that is to be followed to request access to such records

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## **PART 1: INTRODUCTION**

1. Integrated Auto Service t/a Isuzu Truck World Limited herein referred to as Isuzu Truck World, endorses the spirit of the Promotion of Access to Information Act, No. 2 of 2000 ("the Act") and believes that this Manual will assist requesters in exercising their rights.
2. The Act seeks, among other things, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.
3. Section 51 of the Act requires Private Bodies to compile a Manual setting out the procedure and requirements to be adhered to obtain access to information held by that Private Body.
4. The motivation for giving effect to the right of access to information is to:
  - 4.1. Foster a culture of transparency and accountability in both public and private bodies.
  - 4.2. Promote a society in which the people of the Republic of South Africa have adequate access to information to enable them to exercise and protect all their rights more fully.
5. Section 9 of the Act, however, recognises that such right of access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
  - 5.1. Limitation aimed at the reasonable protection of privacy.
  - 5.2. Commercial confidentiality; and
  - 5.3. Effective, efficient, and good governance.
  - 5.4. In a manner that balances that right with any other rights, including such rights in the Constitution's Bill of Rights.

## **PURPOSE**

1. This PAIA Manual was compiled in accordance with Section 51 of the Act to facilitate access to Integrated Auto Service t/a Isuzu Truck World's records. It contains information required by a person wishing to exercise any right contemplated by the Act.

Directors: K. Takakura\*\* (Managing Director) B. Ezisi\* S. Latif\* T. Kani\*\* K. Kawamoto\*\*  
\*\*Foreign \*SA



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2. It is available in English.
3. Requesters are advised to familiarise themselves with the Act's provisions before making any requests to Integrated Auto Service t/a Isuzu Truck World in terms of the Act.
4. All users irrevocably agree to submit exclusively to the Republic of South Africa's law and the exclusive jurisdiction of the Courts of South Africa regarding any dispute arising out of the use of this Manual or any information provided by Integrated Auto Service t/a Isuzu Truck World.

#### **BACKGROUND TO INTEGRATED AUTO SERVICE T/A ISUZU TRUCK WORLD, AFRICA**

1. Integrated Auto Service t/a Isuzu Truck World, is situated in the Pomona suburb of Kempton Park. It is a New and Used Truck and Vehicle Dealership, which also provides After Sales Services.
2. Integrated Auto Service t/a Isuzu Truck World has been established with a combination of global expertise and local knowledge to meet all Truck and Vehicle Customers' requirements throughout Gauteng.

#### **PART 2: CONTACT DETAILS**

##### **ORGANISATION CONTACT DETAILS**

##### **Integrated Auto Service t/a Isuzu Truck World**

Registration Number: 2005/ 024000/07

Physical Address: Integrated Auto Service t/a Isuzu Truck World

Corner Great North Road and Deodar Street, Pomona, Kempton Park,  
1619

Directors: K. Takakura\*\*(Managing Director) B. Ezisi\* S. Latif\* T. Kani\*\* K. Kawamoto\*\*  
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Postal Address: Integrated Auto Service t/a Isuzu Truck World  
  
Corner Great North Road and Deodar Street, Pomona, Kempton Park  
1619

Telephone Number: (+27) 011 552 55 00

E-Mail: [info@isuzutruckworld.co.za](mailto:info@isuzutruckworld.co.za)

Web Site: <https://www.isuzutruckworld.co.za/>

#### **INFORMATION OFFICER CONTACT DETAILS**

The Managing Director of Integrated Auto Service t/a Isuzu Truck World as defined in the Act and accordance with a resolution of the Integrated Auto Service t/a Isuzu Truck World Board has duly authorised the contact person below to ensure that the Act is complied with.

**Name:** Mr. Jacques Gericke – General Manager

Physical Address: Integrated Auto Service t/a Isuzu Truck World  
  
Corner Great North Road and Deodar Street, Pomona, Kempton Park  
1619

Postal Address: Integrated Auto Service t/a Isuzu Truck World  
  
Corner Great North Road and Deodar Street, Pomona, Kempton Park  
1619

Telephone Number: (+27) 11 552 55 00

E-Mail: [Jacques.gericke@itwkempton.co.za](mailto:Jacques.gericke@itwkempton.co.za)

Web Site: <https://www.isuzutruckworld.co.za/>

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The **General Manager** has delegated his powers to the Deputy Information Officer below in terms of the Act to handle all requests on Integrated Auto Service t/a Isuzu Truck World behalf and ensure that the Act's requirements are administered in a fair, objective, and unbiased manner.

Name: **Ms. Cheryl Tamagnone – Dealer Principal**

Physical Address: Integrated Auto Service t/a Isuzu Truck World  
Corner Great North Road and Deodar Street, Pomona, Kempton Park  
1619

Postal Address: Integrated Auto Service t/a Isuzu Truck World  
Corner Great North Road and Deodar Street, Pomona, Kempton Park  
1619

Telephone Number: (+27) 11 552 55 00

E-Mail: [cherylt@itwkempton.co.za](mailto:cherylt@itwkempton.co.za)

Web Site: <https://www.isuzutruckworld.co.za/>

## **SCOPE**

The scope of this Manual excludes Integrated Auto Service t/a Isuzu Truck World's operations outside the Republic of South Africa. It will provide a reference regarding the records held by Integrated Auto Service t/a Isuzu Truck World at its Registered Office and various operations within the Republic of South Africa's borders.

## **POLICY concerning CONFIDENTIALITY AND ACCESS TO INFORMATION**

1. Integrated Auto Service t/a Isuzu Truck World will protect the confidentiality of information provided to it by third parties, subject to Integrated Auto Service t/a Isuzu Truck World's obligations to disclose information in terms of any applicable law or regulation or court order requiring disclosure of information.

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2. If access is requested to a record that contains information about a third party, Integrated Auto Service t/a Isuzu Truck World is obliged to attempt to contact such third party to inform him/her/it of the request.
3. Integrated Auto Service t/a Isuzu Truck World will give the third party an opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. If the third-party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

### **PART 3: THE ACT AND SECTION 10 GUIDE**

#### **SECTION 10 GUIDE**

##### *Information required by section 51(1)(b) of the Act*

In terms of section 10 of the Act, a guide has been compiled by the South African Human Rights Commission. It contains information to assist a person wishing to exercise a right regarding the Promotion of Access to Information Act, No. 2 of 2002. This guide is available for inspection, among other things, as follows:

<b>Contact body:</b>	<b>The South African Human Rights Commission</b>
Physical Address:	PAIA Unit  29 Princess of Wales Terrace  Cnr York and Andrew Streets  Parktown
Postal Address:	Private Bag 2700, Houghton 2041
Telephone Number:	(+27) 11 484 8300

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E-Mail: PAIA@sahrc.org.za

Web Site: <https://www.isuzutruckworld.co.za/>

### **RECORDS AUTOMATICALLY AVAILABLE**

*Information required by section 51(1)(c) of the Act*

At this stage, no notice(s) has/have been published in section 52 of the Act on the categories of automatically available records without a person having to request access in terms of the Act.

### **RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION**

*Information required by section 51(1)(d) of the Act*

Information is available in terms of the following legislation to the persons or entities specified in such legislation and the specific protections offered by such laws. As legislation changes from time to time, and new laws may stipulate new procedures and scopes of access, this list should be not be read as a final and complete list without recourse to amendments, if any, of the relevant legislation. Integrated Auto Service t/a Isuzu Truck World holds records regarding the following legislation: (This list is not exhaustive).

1. Primary Conditions of Employment Act 75 of 1997;
2. Companies Act 61 of 1973 and 71 of 2008;
3. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
4. Employment Equity Act 55 of 1998;
5. Skills Development Levies Act 9 of 1999;
6. Income Tax Act 58 of 1962;
7. Labour Relations Act 66 of 1995;
8. Occupational Health & Safety Act 85 of 1993;
9. Protection of Personal Information Act 4 of 2013;
10. Unemployment Insurance Contributions Act 4 of 2002;
11. Unemployment Insurance Act 63 of 2001;

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12. Broad-based Black Economic Empowerment Act 53 of 2003;
13. Electronic Communications and Transactions Act 25 of 2002; and
14. Value Added Tax Act 89 of 1991.

## **SUBJECTS AND CATEGORIES OF RECORDS HELD**

*Information required by section 51(1)(e) of the Act*

PLEASE NOTE: The fact that a record type is listed here does not necessarily mean that the records therein will be disclosed. All-access is subject to the evaluation processes outlined herein, which will be exercised according to the Act's requirements.

The following subjects and categories of records are held –

<b>Subject</b>	<b>Category</b>
Corporate governance	<ul style="list-style-type: none"><li>• Executive Committee minutes and records</li><li>• Codes of conduct</li><li>• Corporate Social Investment records</li><li>• Directors' minutes and records</li><li>• Legal compliance</li><li>• Policies and procedures</li><li>• Risk management reports</li></ul>
Administrative and operational	<ul style="list-style-type: none"><li>• Asset registration records</li><li>• Compliance records</li><li>• Contracts and agreements</li><li>• General correspondence</li><li>• Health and safety records</li><li>• Import and export records</li><li>• Insurance records and correspondence</li><li>• Quality control records</li><li>• Service level agreements</li></ul>

**Subject**

**Category**

Human resources

- Telephone and communication records
- BEE statistics, certificates, and audit reports
- Employment Equity reports
- Leave records
- Letters of employment
- Medical aid records
- PAYE records and returns
- Payroll records
- Personnel files and records
- Policies and procedures
- Retirement benefit records
- SETA records and correspondence
- Staff attendance records
- Training material
- Training statistics
- UIF records and returns
- Workman's Compensation records

Finances

- Accounting records
- Annual financial statements
- Banking records
- Business contracts
- General correspondence
- Internal control reports
- Invoices, credit notes, statements, etc
- Management accounts
- Property leases
- Proposal and tender documents

**Subject**

**Category**

- |                              |                                                                                                                                                                                                                                                                                                      |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <ul style="list-style-type: none"><li>• Statistics S.A. returns and correspondence</li><li>• Statutory records</li><li>• Tax returns and SARS correspondence</li></ul>                                                                                                                               |
| Information technology       | <ul style="list-style-type: none"><li>• Contracts and agreements</li><li>• Policies and procedures</li><li>• Register of software and hardware</li><li>• Warranties</li></ul>                                                                                                                        |
| Marketing and Public affairs | <ul style="list-style-type: none"><li>• Contracts and agreements</li><li>• Marketing brochures and advertising records</li><li>• Marketing strategies</li><li>• New business development</li><li>• Public product information</li><li>• Public, corporate records</li><li>• Media releases</li></ul> |

**REQUEST FOR ACCESS TO RECORDS**

*Information required by section 51(1)(e) of the Act*

1. It is important to note that the successful completion and submission of an access request form do not automatically allow the requested record's requester access. An application for access to a record is subject to certain limitations if the requested document falls within a specific category specified within Part 3, Chapter 4 of the Act.
2. Suppose it is reasonably suspected that the Requester has obtained records by submitting materially false or misleading information. In that case, legal proceedings may be instituted against such Requester.
3. Completion of Access Request form
  - 3.1. To facilitate a timely response to requests for access to records, all requesters should take

note of the following when completing the Access Request Form -

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- 3.2. The Access Request Form must be completed. On the Access Request Form, all details must be completed, including the right the Requester wants to protect by requesting the information;
  - 3.3. If the Requester is acting on behalf of someone else (e.g., an attorney acting on behalf of a client), the signature of the other person (i.e., the client) must appear on the form, and Integrated Auto Service t/a Isuzu Truck World shall have the right to verify that the person on whose behalf the request is being made did indeed authorise such request
  - 3.4. Proof of identity is required to authenticate the identity of the Requester. Therefore, in addition to the access form, requesters will be required to supply a copy of their identification document;
  - 3.5. Type or print in BLOCK LETTERS an answer to every question;
  - 3.6. If a question does not apply, state "N/A" in response to that question;
  - 3.7. If there is nothing to disclose in reply to a particular question, state "nil" in response to that question;
  - 3.8. If there is insufficient space on a printed form, additional information may be provided on an additional attached folio; and
  - 3.9. When the use of an additional folio is required, precede each answer with the relevant title.
  - 3.10. The Access Request Form is included in this Manual as an appendix.
4. Submission of Access Request form and request fee payable
    - 4.1. The completed Access Request form, together with a copy of the Requester's identity document, must be submitted either via conventional mail, e-mail or fax and must be addressed to the designated contact person as indicated above.
    - 4.2. An initial request fee of R150.00 (excl. VAT) is payable on submission.
    - 4.3. This fee is not applicable to Personal Requesters referred to in section 54(1) of the Act being any person seeking access to records that contain their personal information
  5. Notification
    - 5.1. Integrated Auto Service t/a Isuzu Truck World will, within 30 days of receipt of the request to access records, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

- 5.2. The 30-day period within which Integrated Auto Service t/a Isuzu Truck World has to decide whether to grant or refuse the request may be extended for a further period of not more than thirty days if the request is for a large volume of information or the request requires a search for information held at premises other than those of Integrated Auto Service t/a Isuzu Truck World and the information cannot reasonably be obtained within the original 30 day period.
- 5.3. Integrated Auto Service t/a Isuzu Truck World will notify the Requester in writing should an extension be sought.

## **GROUNDINGS FOR REFUSAL OF ACCESS TO RECORDS**

*Chapter 4 of the Act is applicable*

The main grounds for refusal of a request for access to records are -

1. Mandatory protection of the privacy of a third party who is a natural person if its disclosure would involve the unreasonable disclosure of personal information;
2. Mandatory protection of the commercial information of a third party if its disclosure contains trade secrets, financial, commercial, scientific, or technical information which exposure could likely cause harm to the economic or commercial interests of that third party or information disclosed in confidence by a third party if the disclosure thereof could reasonably put that third party at a disadvantage in contractual negotiations or commercial competition;
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
4. Mandatory protection of the safety of individuals and the protection of property;
5. Mandatory protection of records which could be regarded as privileged in legal proceedings;
6. The commercial information of Integrated Auto Service t/a Isuzu Truck World, which may include trade secrets, financial, commercial, scientific, or technical information which disclosure could likely cause harm to the economic or commercial interests of Integrated Auto Service t/a Isuzu Truck World, or knowledge, the disclosure thereof could reasonably put Integrated Auto Service t/a Isuzu Truck World, at a disadvantage in contractual negotiations or commercial competition; and

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7. Mandatory protection of research information of a third party or Integrated Auto Service t/a Isuzu Truck World.

#### **PRESCRIBED FEES**

1. A requester who seeks access to a record containing personal information about that Requester is not required to pay the request fee. Every other Requester must pay the required request fee. The following applies to requests other than personal requests:
  - 1.1. A requestor is required to pay the prescribed request fee of R 150.00 before a claim is processed;
  - 1.2. if the request is granted, then a further access fee must be paid for the search, reproduction, preparation, and any time that has exceeded the prescribed hours to search and prepare the record for disclosure. If the preparation of the document requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one-third of the access fee which would be payable if the request were granted); and
  - 1.3. records may be withheld until the costs have been paid in full.
2. The following fees are payable:
  - 2.1. for every photocopy of an A4-size page or part thereof - R100
  - 2.2. for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form - R100
  - 2.3. for a transcription of visual images, for an A4-size page or part thereof – R 100
  - 2.4. for a copy of graphical images – R 150
  - 2.5. for transcription of an audio record, for an A4-size page or part thereof - R200
  - 2.6. for a copy of an audio document - R300
  - 2.7. To search for the form for disclosure, R50 for each hour or part of an hour reasonably required for such search.
  - 2.8. The actual postal fee is payable when a copy of a record must be posted to a requester
3. Exemptions from paying "access fees." Person or persons exempted from paying access fees:-
  - 3.1. A single person whose annual income does not exceed R14,712.00; or



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- 3.2. Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00.

#### **AVAILABILITY AND UPDATING OF THE PAIA MANUAL**

1. This Manual is made available in terms of Regulation Number R. 187 of 15 February 2002. The public can obtain a copy of this Manual on request from:

- 1.1. the designated contact person.

It is also available at our website: <https://www.isuzutruckworld.co.za/>

- 1.2. It is available at the offices of the South African Human Rights.

#### **PART 4: APPROVAL OF INFORMATION MANUAL**

This information manual has been prepared in accordance with Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 and is hereby approved:

Directors: K. Takakura\*\*(Managing Director) B. Ezisi\* S. Latif\* T. Kani\*\* K. Kawamoto\*\*  
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## **ANNEXURE A**

### **FORM C**

#### **REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

In terms of Section 53(1) of the Promotion of Access to Information Act 2 of 2000

#### **1. PARTICULARS OF PRIVATE BODY**

Name of company: \_\_\_\_\_

Information Officer: \_\_\_\_\_

#### **2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when

made on behalf of another person: \_\_\_\_\_



### 3. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

- This section must be completed *ONLY* if a request for information is made on behalf of another person.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: \_\_\_\_\_

### 4. PARTICULARS OF RECORD

- Provide full particulars of the record to which access is requested, including the reference number if available.
- If the provided space is inadequate, please continue on a separate folio and attach it to this form. The Requester must sign all the additional folios.

Description of record or relevant part of the record: \_\_\_\_\_

Reference number, if available: \_\_\_\_\_

Any further particulars of record: \_\_\_\_\_

### 5. FEES

- A request for access to a record, other than a document containing personal information about yourself, will be processed only after a request fee has been paid.
- You will be notified of the amount required to be paid as the request fee.
- The fee payable for access to a record depends on the form in which a permit is required and the reasonable time necessary to search for and prepare a document.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 6. FORM OF ACCESS TO RECORD

- If a disability prevents you from reading, viewing, or listening to the record in the form of access provided hereunder, state your disability and indicate which form the description is required.

Disability and indicate in which form the record is required:

\_\_\_\_\_

- Compliance with your request in the specified form may depend on the condition in which the record is available.
- Access in the form requested may be refused in certain circumstances. In such a case, you will be informed if access will be granted in another state.
- The fee payable for access for the record, if any, will be determined partly by the form in which entry is requested.

Please indicate the relevant form of access:

- **If the record** is in written or printed form: a copy of record/inspection of record? Yes/No?
- **If the record consists of visual images** (this includes photographs, slides, video recordings, computer-generated images, sketches): view the images/copy of the images/transcription of the images? Yes/No?



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- **If record consists** of recorded words or information which can be reproduced in sound: listen to the soundtrack or audio cassette/transcription of the soundtrack? Yes/No?
- **If the record is held on a computer or in an electronic or machine-readable form:** a copy of record/printed copy of information derived from the record/copy in computer-readable format (removable media or a compact disc)? Yes/No?
- **Suppose you requested a copy or transcription of a record (above).** Do you wish the replication or transcription to be posted to you: Yes/No?

**7. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

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

Indicate which right is to be exercised or protected:

---



---



---



---

Explain why the record requested is required for the exercise or protection of the right as mentioned above:

---



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**8. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

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

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

Signed at..... this ..... day of..... 20.....

.....

SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE