

# PAIA MANUAL

Prepared in terms of the Promotion of Access to Information Act, 2 of 2000 (PAIA)

Aligned with the Protection of Personal Information Act, 4 of 2013 (POPIA)

**Quote My Car (Pty) Ltd**

**Version:** 1.0.0

**Effective Date:** 27/11/2025

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## 1. Introduction

This PAIA Manual is published in accordance with **Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA)**.

It outlines the records held by **Quote My Car (Pty) Ltd** (“QMC”) and guides requesters on how to access these records.

This Manual also incorporates relevant principles from the **Protection of Personal Information Act, 4 of 2013 (POPIA)**.

QMC operates a digital vehicle marketplace and auction platform connecting private sellers, motor dealers, and public auction participants.

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## 2. Company Details (Section 51(1)(a))

**Company Name:** Quote My Car (Pty) Ltd

**Registration Number:** 2025/393314/07

**Information Officer:** P.G. Wessels

**Address:** Stand 58, Rietvlei Heights Country Estate, Pretoria, Gauteng

**Email:** support@qmcars.co.za

**Telephone:** +27 82 812 7953

**Website:** <https://qmcars.co.za>

The Information Officer is responsible for PAIA and POPIA compliance, handling access requests, and managing data subject rights.

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## 3. Guide on How to Use PAIA (Section 51(1)(b))

A guide to using PAIA is available from the **Information Regulator**.

**Information Regulator Contact Details:**

Website: <https://info regulator.org.za>

## 4. Categories of Records Held by QMC (Section 51(1)(c))

### 4.1 Company Records

- Company registration documents
- Memorandum of Incorporation
- Shareholder & director records
- Board resolutions
- PAIA Manual

### 4.2 Financial Records

- Invoices and billing records
- Bank statements
- Tax and VAT returns
- Accounting and audit records

### 4.3 Human Resources Records

- Employee information
- Employment contracts
- Payroll and remuneration data
- Disciplinary records
- Leave records

### 4.4 Operational Records

- Internal policies and procedures
- System and development documentation
- Operational communications
- Security and audit logs

### 4.5 Platform Records (Marketplace & Auctions)

- User account profiles (sellers, dealers, bidders)
- Vehicle listings, photos, videos, and documentation
- **KYC verification records**
- **Bank account verification records**
- **Bidder deposit records**
- Auction participation logs
- Messaging and communication logs
- Fraud-prevention and behavioural analytics

#### 4.6 POPIA-Related Personal Information Records

- Identity and contact details
  - Vehicle-related information
  - Bank verification results
  - KYC documents
  - System and access logs
  - Consent and preference records
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### 5. Records Automatically Available (Section 51(1)(c))

The following records are automatically available without a PAIA request:

- QMC website content
  - Terms & Conditions
  - POPIA Privacy Policy
  - POPIA Processing Notice
  - Cookie & Tracking Policy
  - Public-facing FAQs and help documentation
  - Marketing material
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### 6. Records Available on Request (Section 51(1)(e))

#### 6.1 Internal Records

- Internal communications
- HR and personnel files
- Audit logs and system activity

#### 6.2 Financial Records

- Detailed financial statements
- Supplier information
- Payment records

#### 6.3 Platform and User Data

- Auction records
- Listing logs
- KYC verification outcomes
- Bank verification logs
- Bidder deposit documentation

#### 6.4 Personal Information (Subject to POPIA)

A requester may access **their own** personal information in terms of POPIA.

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## 7. Purpose of Processing Personal Information

QMC processes personal information to:

1. Operate the QMC marketplace and auctions
2. Verify sellers, dealers, and public bidders
3. Prevent fake bidders, bid rigging, and price manipulation
4. Perform bank account verification
5. Process bidder deposits and refunds
6. Enable dealer-only and public auctions
7. Facilitate auction communication
8. Improve platform security and prevent fraud
9. Meet legal and regulatory obligations

Full details are contained in the QMC POPIA Privacy Policy and Processing Notice.

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## 8. Data Subject Rights

Under POPIA, data subjects may request to:

- Access their personal information
- Correct or update personal data
- Request deletion (where lawful)
- Object to processing
- Withdraw consent
- Restrict processing
- Lodge complaints with the Information Regulator

**Contact for POPIA/PAIA requests:**

support@qmcars.co.za

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## 9. How to Request Access to Records (Section 51(1)(e))

Requests must:

- Be submitted via the prescribed **PAIA Form 2**
- Include valid proof of identity
- Provide sufficient description of the record requested
- Include payment of applicable fees

### Submission Methods:

- **Email:** support@qmcars.co.za
- **Physical Delivery:** Stand 58, Rietvlei Heights Country Estate, Pretoria, Gauteng

QMC will respond within statutory PAIA timelines.

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## 10. Access Request Fees

Fees may apply for:

- Request submission
- Record reproduction
- Search and preparation
- Postage or courier (if required)

Fees follow the Information Regulator's published fee schedule.

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## 11. Grounds for Refusal of Access

Access may be refused if disclosure would:

- Reveal personal information of third parties
- Harm QMC's commercial or financial interests
- Breach confidentiality agreements
- Endanger system or data security
- Contravene POPIA obligations
- Prejudice ongoing investigations

Where possible, QMC will grant **partial access** by redacting protected sections.

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## 12. Security Measures

QMC implements appropriate safeguards, including:

- Encryption (in transit & at rest)
  - Access control and MFA
  - Secure cloud hosting
  - Firewalls and monitoring
  - Audit logging
  - Fraud-detection and behavioural analytics
  - Regular security assessments
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## 13. Availability of This Manual

This PAIA Manual is available:

- On the QMC website
  - By email request
  - Free electronically
  - In hard copy (fees may apply)
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## 14. Approval and Signature

**Information Officer:** P.G. Wessels  
**Quote My Car (Pty) Ltd**

**Signature:** 

**Date:** 09/02/2026