

# Star Lubricant Distributors CC

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**(Registration Number: 2008/225123/23)**

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)

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

## SECTION 51 MANUAL OF STAR LUBRICANT DISTRIBUTORS CC (REGISTRATION NUMBER: 2008/225123/23)

### 1. CONTACT PARTICULARS

<b>Head of business:</b>	Edward John Legassick	<b>Information officer:</b>	Leana Potgieter
<b>Deputy Information officer(s):</b>	Leana Potgieter		
<b>Postal Address:</b>	2 Scott Crescent Stilfontein 2550	<b>Physical Address:</b>	2 Scott Crescent Stilfontein 2550
<b>Telephone Number:</b>	018 484 3659		
<b>E-mail Address:</b>	leana@starlubricants.co.za		
<b>Website:</b>	http://starlubricants.co.za		

### 2. INTRODUCTION

Wholesale and Retail (Lubrication)

### 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 public 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 tariff are dealt with in section 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 will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

<b>Postal Address:</b>	Private Bag 2700, Houghton, 2041
<b>Telephone Number:</b>	(+27)11 877 3600
<b>Fax Number:</b>	(+27)11 403 0625
<b>Website:</b>	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>

## 4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from **Star Lubricant Distributors CC**, <http://starlubricants.co.za>.

## 5. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Skills Development Act 97 of 1998

## 6. INFORMATION AUTOMATICALLY AVAILABLE

- Marketing and Promotional Material
- <http://starlubricants.co.za>

## 7. INFORMATION AVAILABLE IN TERMS OF THE ACT - ON REQUEST

### **Statutory Business Records**

- Certificate of Incorporation
- Certificate to Commence Business
- Index of Members

### **Accounting Records**

- Annual financial statements and working papers
- General ledger
- Bank statements, cheque books, cheques
- Customer and supplier statements and invoices
- Fixed asset register
- Tax returns and assessments
- VAT returns
- Budgets and business plans
- Insurance records
- Investment records
- Auditor's reports

### **Distribution and Transportation**

- Permits and licenses
- Transportation system delivery plan and routing
- Transportation, warehouse and storage contracts

## **Environment, Health and Safety**

- Permits, licenses, approvals and registrations for operations of sites and business

## **Fixed Property**

- Leases

## **Information Technology**

- Agreements
- Client database
- Hardware
- Intranet
- Licenses
- Systems support, programming and development
- LAN Installations
- Operating systems
- Software packages
- Telephone exchange equipment
- Telephone lines, leased lines and data lines

## **Insurance**

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

## **Intellectual Property**

- Agreements relating to intellectual property
- Copyrights
- Litigation and other disputes involving intellectual property
- Patents, patent applications and inventions
- Designs, trademarks, trade names and protected names

## **Legal, Agreements and Contracts**

- Agreements with contractors, suppliers and clients
- Agreements with customers
- Agreements with governmental agencies
- Agreements with shareholders, officers or directors
- Complaints, pleadings, briefs and other documents pertaining to actual, pending or threatened litigation, arbitration or investigation
- Warranty agreements

## **Personnel Records**

- Attendance register
- Disability schemes
- Disciplinary records
- Employee evaluation and performance records

- Employee information records
- Employment applications
- Employment contracts
- Employment equity plan
- Health and safety records
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy
- Payroll
- Pension fund information
- Policies and procedures
- Training and development
- UIF, PAYE and SDL returns

### **Sales and Marketing**

- Brochures, newsletters and marketing material
- Customers
- Domestic and export orders
- Media releases
- Products
- Public relations policies and procedures
- Sales
- Service and product information

## **8. GENERAL**

N/A

## **9. REQUESTING PROCEDURES**

A person who wants access to the records must complete the necessary request forms that is available at the offices of Star Lubricant Distributors CC, or can be accessed on [www.justice.gov.za/inforeg](http://www.justice.gov.za/inforeg). The completed request form must be sent to the address or fax number provided in this manual and marked for the attention of the Information Officer.

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 or fax number of the requester in the Republic
- 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 requestor is required to pay the prescribed fees before a request will be processed;
- If the preparation of the record 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);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit
- Records may be withheld until the fees have been paid.
- The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za) and as an appendix to this manual.

## 11. PROTECTION OF PERSONAL INFORMATION PROCESSED

COMPANY is committed to protecting the privacy of 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 our products and services, or as a stakeholder.

COMPANY 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 of 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
- Manage customers
- To maintain customer records
- Recruitment purposes
- Employment purposes
- Apprenticeship purposes

- Training purposes
- General administration
- Financial and tax purposes
- Legal or contractual purposes
- Health and safety purposes
- To monitor access, secure and manage our premises and facilities
- To transact with our suppliers
- Marketing purposes

### 11.2 Data subject categories and personal information processed

Customers	Age Education history ID number Race Sex
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### 11.3 Recipients with whom personal information is shared

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

- Statutory authorities
- Tax authorities
- Contractors, vendors, or suppliers
- Data storage providers
- Server hosts
- 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, unauthorised 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 company name apply adequate safeguards as outlined 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 unauthorised person, STAR LUBRICANT DISTRIBUTORS CC shall notify:

- a) the Regulator; and
- b) 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 Star Lubricant Distributors CC, from the South African Human Rights Commission and at: <http://starlubricants.co.za>.