

# PAIA Manual

Promotion of Access to Information Act 2 of 2000

Section 51 Manual — Private Body

## Used Nissan Parts South Africa

Trading as Nissan Spares Scrap Yard

666 Cromwell St, Lenasia South, Johannesburg, Gauteng, 1829

This Manual is published in compliance with section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“PAIA”). It describes the records held by Used Nissan Parts South Africa (the “Private Body”) and the procedure to be followed when requesting access to those records.

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Review cycle: every two years, or sooner upon material change.

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# 1. Particulars of the Private Body

In terms of section 51(1)(a) of PAIA, the Private Body must publish its name, postal and street address, telephone number and electronic mail address.

## 1.1 Identity

<b>Trading name</b>	Used Nissan Parts South Africa
<b>Operating name</b>	Nissan Spares Scrap Yard
<b>Type of body</b>	Private body — sole-proprietor lead-generation and used-parts brokerage
<b>Sector</b>	Automotive aftermarket (used / second-hand parts)

## 1.2 Contact details

<b>Physical address</b>	666 Cromwell St, Lenasia South, Johannesburg, Gauteng, 1829
<b>Postal address</b>	666 Cromwell St, Lenasia South, Johannesburg, Gauteng, 1829
<b>Telephone</b>	078 574 3998
<b>WhatsApp</b>	078 574 3998
<b>Email</b>	leads@usednissanparts.co.za
<b>Website</b>	https://www.usednissanparts.co.za/
<b>Hours</b>	Mon–Fri 08:00–17:00; Sat 08:00–13:00; Sun closed

# 2. Information Officer Particulars

In terms of sections 17 and 51 of PAIA, the head of the Private Body is automatically the Information Officer. Section 56 of POPIA (Protection of Personal Information Act 4 of 2013) requires the Information Officer to be registered with the Information Regulator.

## 2.1 Information Officer

**Name** **Postal address**

Graig Sande  
666 Cromwell

## 3. Section 51 Manual Contents

This Manual contains the information prescribed by section 51 of PAIA, namely:

- The postal and street address, phone number and email address of the head of the body (section 1 above).
- A description of the guide referred to in section 10 of PAIA, and how to obtain access to it.
- The latest notice (if any) under section 52(2) regarding categories of records that are automatically available without requiring a formal request.
- A description of the records held by the body, sorted by subject and category (sections 4 and 5 below).
- Sufficient detail to facilitate a request for access to a record — including the request procedure (section 6) and the prescribed fees (section 7).
- Information about the body's involvement in proceedings under POPIA (none currently).

### 3.1 Section 10 PAIA Guide

The official Guide to using PAIA is published by the Information Regulator and is available, free of charge, at <https://info regulator.org.za/paia/> in the eleven (11) official languages and in alternative formats on request.

### 3.2 Section 14/51 register of automatically available records

No notice has been issued under section 52(2) declaring categories of records to be automatically available. Standard request procedure (section 6 below) applies to all records.

## 4. Subjects on which the body holds records

In compliance with section 51(1)(d), the following subject areas describe the broad scope of records held by the Private Body:

- Customer enquiries, quote requests and lead-management correspondence.
- Supplier and scrap-yard records — sourcing, stock availability, invoices received.
- Financial and tax records — sales invoices, tax invoices, payment confirmations, VAT records (where applicable).
- Marketing assets and analytics — website content, advertising creative, anonymised analytics aggregates.
- Operational records — courier/logistics dispatch records, delivery confirmations.
- Legal and compliance records — privacy notices, operator agreements, this Manual.
- Service-provider records — contracts, DPAs and click-through agreements with Cloudflare, Google, Resend, Supabase / LeadsManager.

## 5. Categories of records held

In compliance with section 51(1)(e), the categories below summarise the records the Private Body holds. Personal information records are processed in accordance with POPIA and the published Privacy Notice at <https://www.usednissanparts.co.za/privacy/>.

### 5.1 Lead enquiries

Records of customer quote enquiries — name, phone number, email address (where supplied), vehicle model, part required, location and free-text message. Source: data subject. Retention: three (3) years from last contact.

### 5.2 Sales and tax invoices

Tax invoices, proforma invoices, payment receipts and supplier invoices. Source: company-issued or supplier-issued. Retention: five (5) years from end of tax year (Tax Administration Act 28 of 2011, s.29).

### 5.3 Supplier and scrap-yard contracts

Sourcing agreements, supplier price lists, stock advices and informal supplier correspondence. Retention: duration of business relationship plus three (3) years.

### 5.4 Marketing assets and analytics

Website content, on-page copy, generated images, advertising creative and aggregated, non-identifying website analytics. No identifiable visitor data is retained pending the implementation of a granular cookie banner before any third-party tracking is enabled.

### 5.5 Operator records

Click-through and signed Data Processing Agreements with: Cloudflare (hosting, CDN, email routing); Resend (transactional email); Supabase / LeadsManager (CRM). Retention: duration of operator relationship plus three (3) years.

### 5.6 Compliance and legal records

Copies of this Manual, the Privacy Notice, the cookie-banner configuration (when deployed), Information Officer registration evidence (when received), and any complaints / Information Regulator correspondence. Retention: ten (10) years.

## 6. Request procedure

A requester wishing to access a record held by the Private Body must follow the procedure below.

### Step 1 — Complete the prescribed Form

Complete Form 2 (Request for Access to Record of Private Body) prescribed under PAIA Regulation 7. The form is available at <https://infoeregulator.org.za/paia/> and is reproduced as Annexure A of section 8 below.

### Step 2 — Submit the form

Submit the completed form to the Information Officer:

- By email to [leads@usednissanparts.co.za](mailto:leads@usednissanparts.co.za) (preferred — fastest acknowledgement).
- By post to 666 Cromwell St, Lenasia South, Johannesburg, Gauteng, 1829.
- In person at the physical address during business hours.

### Step 3 — Pay the request fee (if applicable)

Personal requesters (where the record contains the requester's own personal information) are exempt from the request fee. Other requesters must pay the prescribed request fee — see section 7.

### Step 4 — Decision and access

The Information Officer will respond, in writing, within thirty (30) calendar days of receipt of the request (extendable by a further thirty (30) days under PAIA s.57 with reasons). The response will either grant or refuse the request, or notify the requester of any reproduction (access) fee payable before the records are released.

### Step 5 — Internal appeal / external recourse

Private bodies do not provide an internal appeal. A requester whose request is refused (whole or in part) may apply, within 180 days, either to the Information Regulator (sections 77A–77H of PAIA) or to a court of competent jurisdiction (section 78).

### Grounds for refusal

The Private Body may refuse access on the grounds set out in Chapter 4 of PAIA, including: protection of the privacy of a third party (s.63), commercial information of the body or a third party (s.64–65), confidential information (s.66), legal privilege (s.67), and frivolous or vexatious requests (s.68).

## 7. Fees

Fees are charged in terms of PAIA Regulation 11 and the Schedule of Fees published in Government Notice R991 of 14 October 2005 (as amended). The Private Body charges only the prescribed amounts.

### 7.1 Request fee

<b>Personal requester (own personal information request)</b>	No fee
<b>Other requester (other request)</b>	R50.00 (fifty rand)

### 7.2 Access (reproduction) fees — payable before the record is released

<b>Photocopy of A4 page (or part thereof)</b>	R1.10 per page
<b>Printed computer printout of page</b>	R0.75 per page
<b>Copy of visual images (per image)</b>	R70.00
<b>Transcription of audio (per A4 page)</b>	R24.00
<b>Copy of audio (CD/digital)</b>	R32.00
<b>Search fee per hour or part thereof</b>	R30.00
<b>Postage / courier</b>	Actual cost

### 7.3 Deposits

Where the access fee is likely to exceed R200, the Information Officer may require a deposit of one third (1/3) of the estimated access fee before processing. The fee schedule may be amended by the Minister; the latest schedule on the Information Regulator website (<https://inforegulator.org.za>) prevails.

### 7.4 Method of payment

Fees are payable by EFT to the bank account communicated by the Information Officer once the request has been received and the fee calculated. Cash is accepted at the physical address by prior arrangement.

## 8. Forms and prescribed annexures

The following PAIA forms apply. Current versions are published by the Information Regulator at <https://inforegulator.org.za/paia-forms/>.

- Form 2 — Request for Access to Record of Private Body (Regulation 7).

- Form 3 — Outcome of Request and of Fees Payable (Regulation 8).

- Form 5 — Internal Appeal Form (public bodies only — not applicable to this Private Body).

A printed copy of Form 2 will be provided on request to [leads@usednissanparts.co.za](mailto:leads@usednissanparts.co.za) or in person at the physical address.

## Appendix A — Information Regulator contact details

The Information Regulator (South Africa) is the supervisory authority for both PAIA and POPIA.

<b>Address</b>	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
<b>Postal</b>	P.O. Box 31533, Braamfontein, 2017
<b>Telephone</b>	+27 (0)10 023 5200
<b>Email — general</b>	inforeg@inforegulator.org.za
<b>Email — PAIA complaints</b>	PAIAComplaints.IR@inforegulator.org.za
<b>Email — POPIA complaints</b>	complaints.IR@inforegulator.org.za
<b>Website</b>	<a href="https://inforegulator.org.za/">https://inforegulator.org.za/</a>

## Appendix B — How to lodge a complaint

A requester or data subject may lodge a complaint with the Information Regulator using the prescribed POPIA / PAIA complaint forms (Forms 5 and 6) on the Information Regulator website. Complaints may be sent by email to the addresses above. The Regulator publishes acceptance criteria, mediation and assessment procedures at <https://inforegulator.org.za/>.

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*This Manual was generated on 8 May 2026 by Used Nissan Parts South Africa. The Information Officer reviews and re-publishes it at least every two years, or sooner where the Private Body's details, records held, or applicable legislation change materially. Comments and corrections: [leads@usednissanparts.co.za](mailto:leads@usednissanparts.co.za).*