

PAIA Manual — Pro Kia Spares (part of the Sparesboyz Group)

Promotion of Access to Information Act, No. 2 of 2000 · Last updated: July 2026

1. Description of the Business and Contact Details

Trading name: **Pro Kia Spares**

Legal entity: **Sparesboyz Group**

Physical address: 89 Chris Hani Road, Briardene, Durban North, KwaZulu-Natal, 4051

Postal address: As above

Telephone: 031 943 9999 · WhatsApp: +27 31 943 9999

Email: sales@sparesboyz.co.za

Website: <https://www.prokiaspares.co.za>

Information Officer: The Information Officer, Sparesboyz Group, contactable at sales@sparesboyz.co.za or 031 943 9999.

2. Categories of Records Held

The Sparesboyz Group maintains the following categories of records, some of which contain personal information processed under POPIA:

- Customer enquiries and quote requests (name, phone, email, vehicle details, parts requested)
- Sales invoices, delivery records and proofs of payment
- Supplier records, stock lists and inventory
- Statutory tax and accounting records (retained 5 years per the Tax Administration Act)
- Employee and contractor records (where applicable)
- WhatsApp and email correspondence with customers
- Website analytics (only if/when Google Analytics is enabled — not currently active)

3. How to Request Access to Records

Requests must be made on the prescribed **Form 2** of the PAIA Regulations (available from the Information Regulator at <https://inforegulator.org.za>). Submit the completed form to the Information Officer by email (sales@sparesboyz.co.za) or by hand at the physical address above. The request must:

- Identify the requester and provide proof of identity
- Provide sufficient detail to enable the record to be identified
- Specify the form of access required (copy, inspection, etc.)
- If made on behalf of another person, include proof of authorisation

4. Fees and Time Limits

A request fee and an access fee may apply, calculated in accordance with the PAIA fee schedule (Gazette No. 187 of 2021). The request fee is payable on submission; the access fee is payable before records are released. The Information Officer will respond within **30 days** of receipt of a valid request, which may be extended by a further 30 days where the request is complex or involves a large volume of records (s.26 of PAIA). Grounds for refusal are set out in Chapter 4 of PAIA (privacy of third parties, commercial confidentiality, legal privilege, etc.).

5. Information Regulator — Complaints

If a request is refused or you are dissatisfied with the outcome, you may lodge a complaint with the Information Regulator of South Africa:

Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Telephone: 012 406 4818

Email (general): enquiries@inforegulator.org.za

Email (PAIA complaints): PAIAComplaints@inforegulator.org.za

Email (POPIA complaints): POPIAComplaints@inforegulator.org.za

Website: <https://inforegulator.org.za>

This manual is published in terms of section 51 of the Promotion of Access to Information Act, 2000. An updated version is available on request from the Information Officer or at <https://www.prokiaspares.co.za/paia-manual.pdf>.