

Mentorex (Pty) Ltd t/a GP Wholesale Fuels
2012/124332/07

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

DATE OF COMPILATION:23 June 2026

DATE OF REVISION:23 June 2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

NB: please insert relevant applicable acronyms and abbreviations

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer
1.3	“IO”	Information Officer
1.4	“Minister”	Minister of Justice and Correctional Services
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
1.6	“POPIA”	Promotion of Personal Information Act No.4 of 2013
1.7	“Regulator”	Information Regulator
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 having a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subject on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE (INSERT THE NAME OF THE PRIVATE BODY)

3.1 Chief Information Officer

Name: **Nicholas-Wayde Tantum**
Tel: **067-266-6609**
Email: nic@gpwholesalefuels.co.za

3.2 Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA)*

Name: **Rene Angelique Spence**
Tel: **068-000-2595**
Email: accounts@gpbulkfuels.co.za

3.3 Access to information general contacts

Email: mark@gpbulkfuels.co.za

3.4 National of Head Office

Postal Address: **8 Burry Koen Street, Jet Park, Boksburg, 1459**

Physical Address: **8 Burry Koen Street, Jet Park, Boksburg, 1459**

Telephone: **010 020 8361**

Email: mark@gpbulkfuels.co.za

Website: www.gpbulkfuels.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of-
 - 4.3.1 the objects of PAIA and POPIA;
 - 4.3.2 the postal and street address, phone and electronic email address of-
 - 4.3.2.1 the Information Officer of every public body, and
 - 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3 the manner and form of a request for-
 - 4.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2 access to a record of a private body contemplated in section 50⁴;
 - 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.6.1 an internal appeal;
- 4.3.6.2 a complaint to the Regulator; and
- 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of section 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of section 92¹¹

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained-

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

5. CATEGORIES OF RECORDS OF MENTOREX (PTY) LTD T/A GP WHOLESALE FUELS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on website	Available on request
Public Affairs/Website	■ Newsletters ■ Public Product Information	X	X X
Administrative	Banking Details		X
Marketing/Promotional	■ Pamphlets/Brochures ■ Pricelists ■ Marketing & Promotional Material		X X X X

6. DESCRIPTION OF THE RECORDS OF MENTOREX (PTY) LTD T/A GP WHOLESALE FUELS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LIGISLATION

Records maintained by **Mentorex (Pty) Ltd t/a GP Wholesale Fuels** in terms of other legislation includes but are not limited to:

- The Constitution of the Republic of South Africa, 1996
- Consumer Protection Act, 68 of 2008
- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Protection of Personal Information Act, 4 of 2013
- Basic Conditions of Employment Act, 75 of 1997
- Occupational Health and Safety Act, 85 of 1993
- Employment Equity Act, 55 of 1998

- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Unemployment Insurance Act, 30 of 1966
- Customs and Excise Act, 91 of 1964
- Value Added Tax Act, 89 of 1991
- Copyright Act, 98 of 1978
- Electronic Communications and Transactions Act, 25 of 2002
- Information Act, 70 of 2002

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY MENTOREX T/A GP WHOLESALE FUELS

Records	Subject
Company Secretarial	■ Company Documents including the MOI ■ Registers and minutes books ■ Statutory returns ■ Powers of Attorneys ■ Share Certificates
Company Authorisation and Licence	■ CIPC Registration ■ Employer Registration ■ VAT Registration ■ Taxpayer Registration ■ Customs Registration
Financial	■ Financial Statements ■ Financial and Tax Records (Company & Employees) ■ Asset Register ■ Management Accounts ■ Bank Statements ■ Debtors/Creditors statements & invoices
Legal Services	■ Agreements with customers, suppliers, services providers and other parties
Movable & immovable property	■ Title Deeds ■ Lease Agreements ■ Credit Sale Agreements ■ Ordinary Sale Agreements
Marketing	■ Market Information ■ Public Customer Information ■ Product Brochures ■ Owner Manuals ■ Product Sale Records
	■ Field Records ■ Marketing Strategies ■ Copies of advertisements
	■ Customer Database
Intellectual Property	■ Trademarks, patents, designs, templates
Strategic Documents, Plans, Proposals	■ Annual Reports ■ Strategic Plans ■ Annual Performance plan
Information Technologie	■ Agreements ■ Client Database ■ Internet ■ Licences & software packages
Insurance	■ Claim Records ■ Details of coverage and limits

	■Insurance Policies
Human Resources	■Policies and Procedures ■Employee contracts and information ■Training records ■Workplace & union agreements records ■Salary/wage records ■Workmen's Compensation Documents ■Leave and loan records
Website	■Company Profile ■Areas of Service & Expertise

8. PROCESSING OF PERSONAL INFORMATION

The Entity use personal information under their care in the following ways:

- Performing business operations
- Staff administration
- Keeping of accounts and records
- Complying with tax laws

8.2 Description of the categories of Data Subjects and of the information or categories of information relating to personal information

Data Subjects	Type of Personal Information Held
Customer / Clients	Full Names, Name of legal entity, Physical & Postal address, contact details, financial information, Registration number, tax-related information, VAT number
Service Providers	Names, Registration numbers, VAT numbers, address and bank details
Employees	Full names, contact details, tax related information, nationality, gender, correspondence of a private/confidential nature, pregnancy, marital status, race, age, language, education information, financial information, employment history, Id Number, Physical & Postal address, contact details, criminal behaviour

8.3 The recipients or categories of recipients to whom the personal information may be supplied

The Entity may supply the Personal Information under their care to service providers who render the following services:

Category of Personal Information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority Regulatory bodies
Credit and payment history, for credit information	Credit Bureaus

Name, address, registration numbers/identity numbers, employment status, bank details, business information, trading information, statutory reports, business reports	Regulatory bodies
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8.4 Planned transborder flows of personal information

The entity does not have any planned transborder flows of personal information.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The Entity employs the latest technology to ensure the confidentiality, integrity and availability of its information assets which include the Personal Information under its care. These measures include:

- Boundary firewalls and Internet gateways;
- Secure configuration of all devices and software;
- Both logical and physical access controls;
- Malware protection;
- Patch management to keep software up to date.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.gpwholesalefuels.co.za

9.1.2 head office of the entity for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

10. UPDATING OF THE MANUAL

The head of **Mentorex (Pty) Ltd t/a GP Wholesale Fuels** will on a regular basis update this manual.

Issued by



Mark A. Tantom – Managing Director