

Promotion of Access to Information Act (PAIA) Manual for SparesBox

SparesBox is a leading automotive battery and parts website committed to promoting transparency and accountability. In compliance with the Promotion of Access to Information Act (PAIA), this manual has been prepared to provide our users and stakeholders with guidelines on how to request access to information held by SparesBox.

Contact Information

For any PAIA-related inquiries, requests, or assistance, please contact our Information Officer as follows:

- Information Officer: Michelle Peters
- Email: support@sparesbox.co.za
- Address: 35 Richard Drive , halfway House , Midrand
- Phone:063 189 0087

Section 51 Manual

1. Introduction to SparesBox

SparesBox is an automotive battery and parts website based in South Africa. We specialize in providing high-quality automotive products and services to our customers.

2. The Section 51 Manual

The PAIA manual has been compiled in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). This manual serves as a guideline for requesting information held by SparesBox. It is available for inspection by the public and is also accessible on our website.

3. Description of the Guide

This guide outlines the process and procedures for requesting access to information held by SparesBox in accordance with PAIA. It provides details on how to submit requests, timelines, fees, and the relevant forms to be completed.

4. Records Available in Terms of Other Legislation

SparesBox complies with all relevant legislation and regulations governing our industry. Information may be accessible under other laws, such as the Consumer Protection Act, but requests should be made through the PAIA process for the sake of clarity and transparency.

5. Access to Information Process

- Request Procedure: To request access to information held by SparesBox, complete the prescribed request form (Form C) provided in the PAIA regulations. This form can be obtained from the South African Human Rights Commission (SAHRC)
- Submission: Submit your completed request form to our Information Officer via email, using the contact details provided in this manual.
- Processing Time: We will acknowledge receipt of your request within 21 days. The Information Officer will respond within 30 days of receiving your request, or 60 days in exceptional cases, as stipulated by PAIA.
- Fees: A requester may be required to pay the prescribed fees, as outlined in the regulations. These fees are non-refundable and must be paid before we process the request.
- Decision: After considering your request, the Information Officer will inform you of the decision and any applicable access arrangements

6. Request Form

The PAIA request form (Form C) can be obtained from the South African Human Rights Commission.

7. Prescribed Fees

The prescribed fees in accordance with PAIA are available in the regulations. These fees may be adjusted from time to time.

8. Contact Details

If you require any assistance or have questions related to PAIA requests, please contact our Information Officer using the contact details provided in this manual.

SparesBox is dedicated to upholding the principles of PAIA and ensuring transparency in providing access to information. We welcome requests for information and will endeavor to process them efficiently and in accordance with the law.