

GoMetro Proprietary Limited
GoMetro SA Proprietary Limited
(together, **GoMetro**)

**PROMOTION OF ACCESS TO INFORMATION
MANUAL**

Prepared in terms of section 51 of the South African Promotion
of Access to Information Act, 2000 (**PAIA**)

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CONTENTS

1. PURPOSE OF PAIA MANUAL	3
2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GOMETRO	3
3. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	4
4. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF PAIA	5
5. DESCRIPTION OF THE RECORDS OF THE BODY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION	5
6. DESCRIPTION OF SUBJECT RECORDS AND CATEGORIES OF RECORDS	6
7. PROCESSING OF PERSONAL INFORMATION	7
8. FORM OF REQUEST	11
9. AVAILABILITY OF THE MANUAL	12
10. UPDATING OF THE MANUAL	12

1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 1.1. check the categories of records held by GoMetro which are available without a person having to submit a formal PAIA request;
- 1.2. have a sufficient understanding of how to make a request for access to a record of GoMetro;
- 1.3. understand the description of the records of GoMetro which are available in accordance with any other law;
- 1.4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 1.5. understand the description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 1.6. understand if the GoMetro will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.7. understand the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.8. understand the recipients or categories of recipients to whom the personal information may be supplied;
- 1.9. understand if GoMetro 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
- 1.10. understand whether GoMetro has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

[CONTINUES ON NEXT PAGE]

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GOMETRO

Information Officer: Johan Muller
Address: Ground Floor, Block B, Oxford Gate, 54 Oxford St, Durbanville, Cape Town, 7550
Telephone: +27 21 824 3345
E-mail: hello@gometroapp.com

National or Head Office

Postal Address: Ground Floor, Block B, Oxford Gate, 54 Oxford St, Durbanville, Cape Town, 7550
Physical Address: Ground Floor, Block B, Oxford Gate, 54 Oxford St, Durbanville, Cape Town, 7550
Telephone: Cape Town: +27 (0)21 824 3345
JHB: +27 (0)11 568 4487
Email: info@gometroapp.com
Website: <https://gometroapp.com/>

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

- 2.1. The Information 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 Protection of Personal Information Act, 2013 (**POPIA**).
- 2.2. 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 Information Regulator, during normal working hours.
- 2.3. The Guide can also be obtained—
 - upon request to the Information Officer; and
 - from the website of the Information Regulator <<https://inforegulator.org.za/paia-guidelines/>>

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

[English](#)

4. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF PAIA

- 3.1. Records of a public nature, typically those disclosed on GoMetro's website (gometroapp.com) and in its various reports, may be accessed without the need to submit a formal application.
- 3.2. Other non-confidential records, such as statutory records maintained at CIPC and the Master's Office, may be accessed without the need to submit a formal application, however, an appointment to view such records will still have to be made with the Information Officer.

5. DESCRIPTION OF THE RECORDS OF THE BODY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable to its operations, GoMetro also retains records and documents in terms of the legislation below.

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
Notice of Incorporation	Companies Act 71 of 2008
Share Register	Companies Act 71 of 2008
Records of directors	Companies Act 71 of 2008
Minutes of meetings of the board of directors, audit committee and directors committees	Companies Act 71 of 2008
Register of Company Secretary and Auditors	Companies Act 71 of 2008
Annual Financial Statements	Companies Act 71 of 2008
Accounting Records	Companies Act 71 of 2008

Register, record or reproduction of the earnings, time worked, payment for piece work and overtime and other prescribed particulars of all the employees	Compensation for Occupational and Diseases Act, 130 of 1993
Written particulars of an employee after termination of employment	Basic Conditions of Employment Act 75 of 1997
Employee's name and occupation	Basic Conditions of Employment Act 75 of 1997
Time worked by each employee	Basic Conditions of Employment Act 75 of 1997
Remuneration paid to each employee	Basic Conditions of Employment Act 75 of 1997
Records of disciplinary transgressions, the actions taken by GoMetro and the reasons for the actions	Labour Relations Act 66 of 1995
Employee records – names, identification numbers, monthly remuneration and address at which employee is employed	Unemployment Insurance Act 63 of 2002
Employee race and gender information	Employment Equity Act 55 of 1998 Broad-Based Black Economic Empowerment Act 53 of 2003
Records of workplace incidents including incidents which resulted in employees having to receive medical treatment	Occupational Health and Safety Act, 84 of 1993 and Compensation for Occupational and Diseases Act, 130 of 1993
Records of recommendations made to GoMetro in terms of issues affecting the health of employees	Occupational Health and Safety Act, 84 of 1993 and Compensation for Occupational and Diseases Act, 130 of 1993
Employee remuneration, and tax records	Tax Administration Act 28 of 2011, Income Tax Act 58 of 1962
Tax records	Tax Administration Act 28 of 2011, Income Tax Act 58 of 1962, Value Added Tax Act 89 of 1991, Skills Development Levies Act 9 of 1999
Electronic communications and transaction records	Electronic Communications & Transactions Act 25 of 2002

6. DESCRIPTION OF SUBJECT RECORDS AND CATEGORIES OF RECORDS

Subjects on which GoMetro holds records	Categories of records
Corporate	Director and shareholder records Records relating to the incorporation of GoMetro Statutory records Minutes and resolutions
Human Resources	HR policies and procedures Advertised posts Employee records Job Applicant records Training records
Finance	Tax records (GoMetro and employees) Annual financial statements Bank statements Purchase Orders/Invoices Asset Register Insurance information
Operational	Request for Proposals Operational reviews Client records Vendor records Guidelines, policies and procedure Contracts Internal and external correspondence Records provided by a third party Information technology Strategic Plans Marketing materials Visitor Records Contact Records

7. PROCESSING OF PERSONAL INFORMATION

6.1. Purpose of Processing Personal Information

GoMetro processes personal information in the ordinary course of its business, including, but not limited to, the following:

- selling and supporting our products and services to clients
- creating and managing client accounts;
- managing commercial relationships with clients and suppliers;
- to receive goods and/or services from suppliers;
- collecting payment for our products and services;
- recruitment;
- managing employee relationships and performing employment contracts;
- for security purposes;
- managing our relationship with clients
- to comply with legal obligations;
- information analysis;
- marketing our services / goods;
- measuring and improving our website, products, services, and marketing initiatives;
- communication purposes; and
- administering and providing clients with access to our website.

For more information regarding the purposes we process personal information, please see our Privacy Notice on our website or for employees, please contact the Information Officer.

6.2. Description of the categories of Data Subjects, the information or categories of information relating thereto and categories of recipients

Most commonly, GoMetro processes the following personal information of the following categories of data subjects:

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
<p>Customers</p>	Name and contact details	<p>Customer information may be shared with:</p> <ul style="list-style-type: none"> • Our affiliates • Our suppliers and Operators • Professional service providers • Other customers • Third Party verification, credit bureaus, debt collectors and background check agencies • Regulatory authorities and the courts • Persons or organisations in the context of a sale of our shares, assets or business
	Company registration details and incorporation documents	
	Financial and tax information	
	Director names, contact details and identification number/passport number/date of birth/nationality/country of residence/criminal records or ongoing criminal investigations	
	Key employee names, contact details and identification numbers/passport numbers/ date of birth/nationality/country of residence/ criminal records or ongoing criminal investigations	
	Shareholder names, contact details and identification numbers/passport numbers/company registration numbers/date of birth/country of residence/criminal records or ongoing criminal investigations	
	Teleconference and video conference call recordings	
	Additional information you choose to tell us	

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
Suppliers	Name and contact details	<p>Supplier information may be shared with:</p> <ul style="list-style-type: none"> ● Our affiliates ● Our suppliers and Operators ● Professional service providers ● Our customers ● Third Party verification, credit bureau and background check agencies ● Regulatory authorities and the courts ● Persons or organisations in the context of a sale of our shares, assets or business
	Company registration details and incorporation documents	
	Physical and/or postal address	
	Director names, contact details and identification numbers/passport numbers/date of birth/nationality/country of residence/criminal records or ongoing criminal investigations	
	Key employee names, contact details and identification numbers/passport numbers/ date of birth/nationality/country of residence/ criminal records or ongoing criminal investigations	
	Shareholder names, contact details and identification numbers/passport numbers/company registration numbers/date of birth/country of residence/criminal records or ongoing criminal investigations	
	Financial and tax information	
	Teleconference and video conference call recordings	
	Additional information you choose to tell us	

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
Employees	Name and Contact Details	<p>Employee information may be shared with:</p> <ul style="list-style-type: none"> ● Our affiliates ● Our suppliers and Operators ● Professional service providers ● Our customers ● Third Party verification, credit bureau and background check agencies ● Regulatory authorities and the courts, including the police ● Persons or organisations in the context of a sale of our shares, assets or business
	Medical information	
	Identity number and date of birth / ID and/or passport copies	
	Gender	
	Disability information	
	Employment history	
	Criminal records and credit history	
	Pension and Provident Fund Information	
	Employment contracts	
	Performance records	
	Details of dependants, marital status and emergency contacts	
	Payroll, financial and tax records	
	Electronic access and communication records	
	Physical access records	
	Surveillance records	
	Health and safety records	
	Training records	
	Leave records	
Time and attendance records		
Device usage data including IP address, and online activity		

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
	Details of payments to third parties Teleconference and video conference call recordings Additional information you choose to tell us	
Job Applicants	Name and contact details Country of residence Visa information Educational background Interview notes and assessment result Employment history Additional information you choose to tell us	Job applicant information may be shared with: <ul style="list-style-type: none"> ● Our affiliates ● Our suppliers and Operators ● Professional service providers ● Third Party verification, credit bureau and background check agencies ● Regulatory authorities and the courts
Persons who visit/work at our premises	Names and contact details CCTV Footage	Personal Information may be shared with: <ul style="list-style-type: none"> ● Our suppliers and Operators ● Professional service providers ● Regulatory authorities and the courts
Persons who contact us / subscribe to our newsletters /engage with us and visitors to our	Name and contact details Browser information (e.g., IP address, browser type and version, operating system, language), date and time of access, device information, traffic source,	Personal Information may be shared with: <ul style="list-style-type: none"> ● Our affiliates ● Our suppliers and Operators ● Professional service providers

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
website and apps	content you browse and your navigation around our applications	<ul style="list-style-type: none"> Regulatory authorities and the courts
	Social log-in information including language preferences, profile photos, social media handles/usernames and online activity	
	Your preferences	
	Additional Information you choose to tell us	

6.3. Planned transborder flows of personal information

While we generally store all of the personal information that we collect about you in the Republic of South Africa, it is possible that your personal information will be transmitted and hosted outside your region.

We ensure that countries to which your information is being shared either have adequate laws in place or that we entered into contractual arrangements to ensure the protection of your personal information.

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

We apply physical, technical and administrative measures to protect your personal information that is under our control from unauthorised access, collection, use, disclosure, copying, modification or disposal. All information you provide to us is stored on secure servers. We do not transfer your personal information outside of the country of your residence unless we are satisfied that there are sufficient safeguards in place to protect your personal information.

We employ up-to-date technology to ensure the confidentiality, integrity and availability of the personal information under our care. Measures include, but are not limited to—

- virus protection software and update protocols
- electronic and physical access control
- secure setup of hardware and software making up our IT infrastructure

- outsourced service providers who process personal information on our behalf are contracted to implement security controls
- policies and procedures are implemented to ensure the security of your information

8. FORM OF REQUEST

A requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.

A request for access to records held by GoMetro in terms of section 50 of PAIA must be made on the form contained in the Regulations regarding the Promotion of Access to Information ([Form 2](#)). The request must be made to GoMetro at the address or email address, specified in section 2 above.

A requester must provide sufficient detail on the prescribed form to allow GoMetro to identify the record or records which have been requested and the identity of the requester. If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to GoMetro. The requester is also required to indicate the form of access to the relevant records that is required and to provide his, her or its contact details in the Republic of South Africa.

A requester will receive a response to their request on [Form 3](#).

9. AVAILABILITY OF THE MANUAL

8.1. A copy of the Manual is available-

- on the GoMetro website;
- head office of GoMetro for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

8.2. A fee for a copy of the Manual shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The Information Officer of GoMetro will on a regular basis update this manual.

Issued by

INFORMATION OFFICER