



BMW (South Africa) (Pty) Limited

(Registration Number: 1960/000196/07)

MANUAL

Published in terms of section 51 of the

Promotion of Access to Information Act 2 of 2000

Table of Contents

1	Introduction	3
1.1	Availability of this PAIA Manual.....	3
1.2	Availability of guides to the PAIA and POPI Acts	3
2	Company contact details	4
3	Company records.....	5
3.1	Company records availability	5
3.2	Company record classification key.....	6
4	Processing of personal information	7
4.1	The purpose of processing of personal information by BMW	7
4.2	Categories of data subjects and personal information processed by BMW	8
4.3	Recipients or categories of recipients with whom personal information is shared	9
4.4	Information security measures to protect personal information	10
4.5	Trans-border flows of personal information	10
4.6	Personal information received from third parties	11
5	Prescribed request forms and fees.....	11
5.1	Form of request	11
5.2	Prescribed fees.....	12
5.3	Access to prescribed forms and fees	12
6	Remedies.....	12

1 Introduction

BMW (South Africa) (Pty) Limited (the “Company”) conducts business as a manufacturer, importer and exporter of motor vehicles, motorcycles, automotive components and lifestyle accessories for onward sale to dealers and/or customers.

This Promotion of Access to Information Manual (“Manual”) provides an outline of the type of records and the personal information it holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA Act”). In addition, it explains how to **access**, or **object to**, personal information held by the Company, or **request correction** of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPI Act”).

The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

1.1 Availability of this PAIA Manual

This manual is published on the Company website at www.bmw.co.za or alternatively, a copy can be requested from the General Manager: Legal Services and Compliance (see contact details in section 2).

1.2 Availability of guides to the PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed to:

PAIA Act	POPI Act
South African Human Rights Commission Promotion of Access to Information Act Unit Research and Documentation Department Private Bag 2700 Houghton Johannesburg 2041	Information Regulator (details still to be published).

PAIA Act	POPI Act
29 Princess of Wales Terrace Corner York and St Andrews Street Parktown Johannesburg 2193	
Telephone number: (011) 484 8300 Fax number: (011) 484 7146/7 Website : www.sahrc.org.za E-mail : PAIA@sahrc.org.za	

2 Company contact details

Company contact details in terms of PAIA section 51:

BMW (South Africa) (Pty) Limited
P.O. Box 2955
Pretoria
0001

1 Bavaria Avenue
Randjespark Ext 17
Midrand
1685

Telephone number: 012 522 3000 (Switchboard)
Website : www.bmw.co.za

Duly authorised persons:

General Manager: Legal Services & Compliance	Data Privacy Protection Responsible (DPPR)
Vimla Parbhoo Telephone number: (012) 522 2212 Fax number: (086) 675 2223 E-mail: legalservices@bmw.co.za	Charissa Hector Telephone number: (012) 522 2109 Fax number: (012) 522 2447 E-mail: Charissa.Hector@bmw.co.za

3 Company records

3.1 Company records availability

Departmental records	Subject	Classification No.
Communications/Public Affairs Department	Current Product Information	1,4
	Public Corporate Records	1
	Launches and Events Records	4,5
	Journalist records	4,5
	Media Releases	1
Health, Safety and Environmental Department	Environmental Policy	1
	Environmental Records	11,14
	Health and Safety Records (Employees, Contractors)	4,5,9
Human Resources Division	Employee Records	4,5,9
	Employment Contracts	4,5
	Personnel Guidelines, Policies and Procedures	12
	Employee Medical Records	4,5,8
	Employee Disability Insurance Records	4,5
	Employee Pension and Provident Fund Records	4,5
	Payroll Records	4,5
	Recruitment Records	4,5
	In-and-Ex-patriates' Records	4,5
Financial Division	Audited Financial Statements	12
	Tax Records (Company & Employees)	4,12
	Motor Industry Development Programme Records	12
	Asset Register	12
	Supplier Records	4,5
	Management Accounts	12
	Fleet Insurance Records	4,5
Legal Services and Compliance Division	General Contract Documentation	6,12
	Company Guidelines, Policies and Procedures	12
	Intellectual Property Records	3
	Employee, customer and supplier information	10
	Immovable Property Records	12
	Statutory Records	12
	Market Information	12,13

Departmental records	Subject	Classification No.
Sales and Marketing Division Business Relations – Sub-Saharan Africa	Product Brochures	1
	Owner Manuals	4, 5
	Field Records	4,12
	Performance Records	12
	Product Sales Records	1
	Marketing and Future Product Strategies	12
	Customer Information and Database	4, 5, 12
	Dealer Agreements and Documents	4, 5, 6,7,12,13
	Dealership Records (Dealers, Customers)	4,5
Production / Logistics Division	Production Records	12
	Vehicle and Components Specifications	12,13
	Engineering Records	12,13
	Apprenticeship Records	4, 5
	Quality Records	12
Customer Interaction Centre	Customer Records	4, 5
Aftersales Department	Motorplans and Warranties	4, 5
	Customer Records	4, 5
IT Department	Processing, Testing and Development Records	4, 5
Early Learning Centre	Parent Records	4,5
	Children's Records	4,5
Facilities Management Department	Physical Security Records (Visitors, Suppliers, Contractors, Employees)	4,5
	Electronic Access & Identity Management Records (Employees, Contractors)	4, 5
	Time and Attendance Records	4, 5
Risk Control Centre	Complaints and Investigations Records	4, 5
Mail Room	Mail Register	4, 5

3.2 Company record classification key

Classification No.	Access	Classification [PAIA section]
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information of natural persons that belongs to the requester of that

Classification No.	Access	Classification [PAIA section]
		information, or personal information of juristic persons represented by the requestor of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information or of Natural person [s63(1)] or Juristic Person [POPI]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

4 Processing of personal information

BMW takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by BMW.

4.1 The purpose of processing of personal information by BMW

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact BMW;

- to maintain customer records;
- to maintain customer vehicle records;
- for recruitment purposes;
- for employment purposes;
- for apprenticeship purposes;
- for travel purposes;
- for general administration, financial and tax purposes;
- for legal or contractual purposes;
- for health and safety purposes;
- to provide pre-school teaching to children of Associates;
- to monitor access, secure and manage our premises and facilities;
- to transact with our suppliers and business partners, including BMW dealerships;
- to help us improve the quality of our products and services;
- to help us detect and prevent fraud and money laundering;
- to help us recover debts;
- to carry out analysis and customer profiling; and
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

4.2 Categories of data subjects and personal information processed by BMW

Categories of data subjects and personal information processed by BMW include the following:

Categories of Data Subjects	Personal Information processed
Customers and potential customers	Customer personal information
	Customer contracts, Motorplans and warranties
	Customer vehicle information
	Customer location information
	Customer personal information on Owners Circle
	Customer information on BMW ConnectedDrive
BMW dealerships and business partners	Dealer / partner personal information
	Dealer performance information
	Personal information of dealer / partner employees
Suppliers	Supplier personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information

Categories of Data Subjects	Personal Information processed
	Employee disability information
	Employee Pension and Provident Fund Information
	Employee contracts
	Employee performance records
	Payroll records
	Electronic access records
	Physical access records
	Surveillance records
	Health and safety records
	Training records
	Employment history
	Time and attendance records
Job applicants	Curriculum vitae and application forms
	Criminal checks
	Background checks
Children	Childs personal information processed for pre-school
	Childs medical information
	Child's information acquired for processing travel documents
Visitors	Physical access records
	Electronic access records and scans
	Surveillance records
In-patriates and ex-patriates	In-patriate and ex-patriate personal information
	In-patriate and ex-patriate children's personal information

4.3 Recipients or categories of recipients with whom personal information is shared

We may share the personal information of our data subjects for any of the purposes outlined in Section 4.1, with: the following:

- our other BMW Group Companies in South Africa and in other countries;
- our authorised BMW Group dealerships;
- our carefully selected business partners who provide products and services under one of our brands; and
- our service providers and agents who perform services on our behalf.

We do not share the personal information of our data subjects with any third parties, except if:

- we are obliged to provide such information for legal or regulatory purposes;
- we are required to do so for purposes of existing or future legal proceedings,
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
- we are involved in the prevention of fraud, loss, bribery or corruption;
- they perform services and process personal information on our behalf;
- this is required to provide or manage any information, products and/or services to data subjects; or
- needed to help us improve the quality of our products and services.

We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees, authorised BMW Group dealerships and Repair Centres and their employees, our agencies and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

4.4 Information security measures to protect personal information

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by BMW and its operators. In terms of the PoPI Act, operators are third parties that process personal information on behalf of BMW.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction.

We will take steps to ensure that operators that process personal information on behalf of BMW apply adequate safeguards as outlined above.

4.5 Trans-border flows of personal information

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing, and will

do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the PoPI Act.

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 4.4.

4.6 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the BMW Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

5 Prescribed request forms and fees

5.1 Form of request

To facilitate the processing of your request, kindly:

- i. Use the prescribed form on the Company website.
- ii. Address your request to the Legal Services and Compliance Department.
- iii. Provide sufficient detail to enable the Company to identify:
 - a. The record(s) requested.
 - b. The requestor (and, if an agent is lodging the request, proof of capacity).
 - c. The South African postal address, email address or fax number of the requestor.
 - d. The form of access required.
 - e. The South African postal address, email address or fax number of the requestor.
 - f. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.

- g. The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

5.2 Prescribed fees

The following applies to requests (other than personal requests):

- i. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- ii. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- iii. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- iv. Records may be withheld until the fees have been paid.
- v. The detailed Fee Structure is available on the website of the Company, at the following address: www.bmw.co.za.

5.3 Access to prescribed forms and fees

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Legal Services and Compliance Director (see contact details in section 2). Prescribed forms and fees can be found on the Company website as follows:

Forms: http://www.bmw.co.za/legal/Prescribed_Form.doc

Fees: http://www.bmw.co.za/legal/Prescribed_Fees.doc

6 Remedies

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator (once established), for relief.