

PAIA - The Promotion of Access to Information Act and POPI - The Protection of Personal Information Act

THE REGULATION OF YOUR PERSONAL INFORMATION - PAIA and POPI

The Promotion of Access to Information Act (PAIA) was passed to give effect to the constitutional right of access to information that is held by a private or public body and that is required for the exercise or protection of any rights.

The Protection of Personal Information Act (POPI) was enacted to give effect to the constitutional right to privacy by promoting the protection of personal information when processed by public or private bodies.

ACCESS TO YOUR PERSONAL INFORMATION / ACCESSING THE BUYER OR SELLER'S INFORMATION

Both Acts allow Bob Shop consumers to access certain information.

PAIA makes provision for consumers to access to their own information in the possession or under the control of Motodata. Consumers may also request access to the information of the buyer or seller in the event that:

- The buyer or seller is no longer contactable pursuant to a sale or purchase;
- Where the buyer or seller is not fulfilling their obligations in terms of a sale;
- Where the buyer or seller is acting illegally or fraudulently.

In terms of the POPI Act, Motodata consumers may specifically request:

- Confirmation of whether Motodata holds any personal information regarding the consumer;
- A record or a description of the personal information about the consumer including information about all third parties who have had access to that information.

Motodata consumers can contact us to request access to information:

Postal Address: PO Box 9374, George, 6530

Physical Address: Motodata Head Office, 86 Concorde E Road, Germiston 2008

Telephone: +

Email: support@Motodata.co.za

The request form is attached below. Please note that all Motodata customers are allowed access to their own information without having to use the request for access to information procedure as set out in the Promotion of Access to Information Act, including, but not limited to:

- Account information
- Personal records
- Records of email correspondence

A request made for access to any information other than that specified above, any information of another buyer or seller or any information in terms of the POPI Act, must be made in accordance with the access to information procedure as set out in the Promotion of Access to Information Act.

Motodata customers can contact us to request access to their own information. (Please note that there may be administration costs associated with the retrieval of certain types of information.)

PROTECTION OF YOUR PERSONAL INFORMATION

All consumers are permitted to make a complaint to the Information Regulator in the event of any interference with the protection of your personal information.

[PAIA Manual](#)