PAIA MANUAL

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

Go Rentals (Pty) Ltd | Registration 2013/105007/07 | VAT 4810203143

Revision: 25 October 2026

1. Purpose and scope

This manual describes the records held by Go Rentals (Pty) Ltd ("Go Rentals" or "the Company"), identifies records ordinarily available without a formal PAIA request, explains how access to other records may be requested, and summarises the Company's processing of personal information for the purposes required by PAIA and POPIA.

The manual applies only to Go Rentals (Pty) Ltd. Other companies in the group are separate legal entities and may maintain their own manuals. Inclusion of a category of records does not mean that the records are publicly available.

2. Contact details

Contact	Details
Head of private body	Director (Mr. E. R. Berger) compliance@gorentals.co.za
Information Officer	Mr A. Levenstein | Director compliance@gorentals.co.za
Deputy Information Officer	Mrs. M. Visagie
General PAIA and POPIA enquiries	compliance@gorentals.co.za | +27 10 140 0888
Registered / principal office	33 6th Street, Wynberg, Sandton, Johannesburg, 2090, South Africa
Postal address	33 6th Street, Wynberg, Sandton, Johannesburg, 2090, South Africa
Website	https://www.gorentals.co.za

3. The PAIA Guide and requests for access

The Information Regulator publishes a Guide explaining rights under PAIA and POPIA, the request procedure, applicable fees and remedies. The Guide is available in South Africa's official languages and Braille through the Regulator at https://inforegulator.org.za/paia/. A copy may also be requested from the Company's Information Officer. Copies of the Guide in English and Afrikaans are available for inspection at the principal office during normal business hours.

A person seeking access to a record that is not automatically available should submit the prescribed PAIA Form 2 (Request for Access to Record), together with sufficient information to identify the record, the requester and the right to be exercised or protected, to compliance@gorentals.co.za or the address above. Form 2 may be obtained at https://inforegulator.org.za/paia-forms/.

Requests are considered under section 50 of PAIA. Access may be refused where PAIA provides a lawful ground for refusal, including protection of personal information, confidential commercial information and legally privileged records. Prescribed request and access fees may apply; the Company will notify the requester before charging applicable fees. Requesters dissatisfied with a decision may complain to the Information Regulator or seek appropriate court relief in accordance with PAIA.

4. Records available without a formal PAIA request

The following categories are ordinarily published by the Company or supplied through its public channels, where applicable:

Category	Examples / means of access
Company and service information	Company profile, contact details, branches and public marketing material; Company website or general enquiries.
Public legal and privacy documents	This PAIA Manual, public privacy notice and standard rental terms that the Company has published; Company website.

Category	Examples / means of access
Published business information	Public announcements, customer service information and certifications expressly published for general access; Company website or general enquiries.

Other documents, including customer-specific agreements, supplier contracts, tax compliance records, financial statements, personnel information and internal policies, are not automatically available merely because they are included elsewhere in this manual.

5. Records held in accordance with other legislation

Depending on the activity and the applicability of the relevant legislation, Go Rentals holds the following categories of statutory and business records. Their inclusion does not override any legal restriction on access.

Legislation	Examples of records
Companies Act 71 of 2008	Incorporation and corporate governance records, memorandum of incorporation, director and shareholder information.
Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; VAT Act 89 of 1991	Tax records, VAT returns, invoices, payroll tax and supporting accounting records.
Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995	Employment contracts, remuneration, leave and employment relations records.
Employment Equity Act 55 of 1998; Skills Development Act 97 of 1998	Employment equity and staff development records, where applicable.
Unemployment Insurance Act 63 of 2001; Compensation for Occupational Injuries and Diseases Act 130 of 1993	UIF, compensation, payroll contribution and incident records.
Occupational Health and Safety Act 85 of 1993	Workplace safety records, risk assessments and incident reports.
PAIA; POPIA; Electronic Communications and Transactions Act 25 of 2002	Access request, privacy, electronic transaction and related compliance records.

6. Subjects and categories of records held

Subject	Categories of records
Corporate and governance	Company registration, memorandum, director/shareholder and governance records, resolutions and internal business planning.
Customers, sales and contracts	Enquiries, quotations, customer and credit applications, identity/verification records, rental and sale agreements, customer communications and complaints.
ICT rental assets and operations	Equipment and asset registers, allocation records, serial numbers, delivery/collection documentation, repairs, support logs, swap-outs, stocktakes, loss and damage, insurance and asset recovery records.
Finance and taxation	Invoices, payment records, banking information, debtors, creditors, financial reports, budgets and tax documents.
Procurement and suppliers	Supplier onboarding, contracts, purchase orders, delivery notes and supplier correspondence.
Human resources	Recruitment, staff and employment records, payroll, training, leave, performance, benefits and disciplinary records.
IT and information security	System access records, service logs, IT policies, backups, cybersecurity and incident records.
Legal, compliance and quality	Litigation, claims, legal agreements, PAIA/POPIA, ISO 9001 quality records and regulatory correspondence.
Health, safety and marketing	Workplace safety records, public communications, marketing and prospect records.

7. Processing of personal information

7.1 Purposes of processing

Go Rentals processes personal information where necessary for legitimate business activities, including managing enquiries and contracts; assessing credit and fraud risk; supplying and recovering rented equipment; asset allocation, tracking and support; delivery, collection, repairs and Go-Care claims; billing and payments; supplier administration; recruitment, payroll and staff benefits; legal compliance; security; and lawful customer communications and marketing.

7.2 Data subjects and information processed

Data subject	Personal information that may be processed
Customer representatives, signatories, applicants and guarantors	Names, identification and contact details, roles, company and credit details, signatures, communications, and payment records.
Equipment users and other customer end-users	Names, identity/contact and location information, equipment allocation, device identifiers, delivery and support/incident records, where necessary.
Employees, former employees and job applicants	Identity and contact details, employment history, qualifications, payroll/bank/tax information, benefits and HR records.
Suppliers, contractors and business partners	Representatives' details, contractual, payment, registration and due diligence information.
Visitors, website users and marketing contacts	Contact details, enquiries, business communications and, where applicable, security or website usage information.

7.3 Recipients of personal information

Personal information may be provided, where necessary and legally permitted, to credit bureaus and identity verification services; banks and payment processors; rental financiers; couriers, repair, logistics and recovery service providers; insurers, brokers and assessors; payroll and employee benefit providers; IT, CRM, cloud and security service providers; authorised associated companies; professional advisers; and public authorities or regulators.

7.4 Transborder processing and transfers

The Company uses cloud systems and overseas-based consultants and advisers who may store, access or process personal information outside South Africa. Such processing may also occur in connection with prospective corporate transactions or due diligence. Records affected may include customer and rental information, business contacts, employee and supplier records, and system/support data. Recipients include cloud, email, hosting, CRM/ERP and backup providers, consultants, professional advisers and authorised transaction parties. Transfers are subject to section 72 of POPIA.

7.5 Information security measures

The Company employs risk-based technical and organisational safeguards appropriate to the information processed. These include access restrictions and authentication, endpoint and network protection, backup and recovery practices, physical security, staff confidentiality requirements, service-provider controls and arrangements for identifying and responding to information security incidents. Measures are reviewed as circumstances and risks change.

8. Availability of this manual

This manual is available free of charge from https://www.gorentals.co.za and for public inspection during normal office hours at Go Rentals' principal office. A copy may also be requested through compliance@gorentals.co.za. A reasonable prescribed fee may be charged for producing a printed copy where permitted by law. The manual will be provided to the Information Regulator on request.

9. Updates

Go Rentals will review and update this manual when necessary to keep its information materially accurate and compliant with applicable law.

10. Request procedure, fees and response times

Continuation of the PAIA Manual | Refer to section 3 for contact details.

10.1 How to submit a request

Complete Form 2 in Annexure A and email the signed form to compliance@gorentals.co.za, or submit it to the principal office listed in section 2. Attach proof of identity and, if acting for someone else, proof of authority. Describe the record and the right to be exercised or protected in sufficient detail.

10.2 Prescribed request and access fees

Fees are charged only where permitted by law. The current Information Regulator schedule for private bodies provides:

Standard PAIA request fee	R140, where applicable
Photocopy or printed A4 page	R2 per page or part thereof
Search and preparation	R145 per hour or part after the first hour, capped at R435
Other copying, media and delivery costs	As prescribed or actual expense, where applicable

Requests about your own personal information: Under section 23 of POPIA, confirmation of whether Go Rentals holds your personal information is free of charge. Copies or descriptions may attract a prescribed fee. We will provide an estimate before charging any applicable fee.

Where PAIA permits, a deposit for extensive searches may be requested. Requesters will be notified of fees in advance; the applicable current statutory fee schedule takes precedence if amounts change.

10.3 Decisions and timeframes

Go Rentals will ordinarily decide a valid PAIA request within 30 days of receipt, subject to any extension of up to a further 30 days permitted by PAIA. The requester will receive written notice of the decision, fees (if any) and available remedies. The prescribed Form 3 is used for the outcome and fees notice.

10.4 Important notes

This manual and Form 2 do not create a right to confidential customer records, internal financial information, legally privileged material or third-party personal information. Every request is considered under PAIA and other applicable law. Form 2 is included in Annexure A for convenience and can be completed in Word or printed.

Regulator resources: https://inforegulator.org.za/paia-forms/ | https://inforegulator.org.za/paia-fees-structure-2/

Form 3 (outcome / fees notice): https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf

Issued on behalf of Go Rentals (Pty) Ltd by the Chief Executive Officer.

ANNEXURE A | FORM 2

REQUEST FOR ACCESS TO RECORD | [Regulation 7] | Form page 1 of 4

NOTE: 1. Proof of identity must be attached by the requester. 2. If the request is made on behalf of another person, proof of authorisation must be attached to this form.

TO: The Information Officer, Go Rentals (Pty) Ltd

Address: 33 6th Street, Wynberg, Sandton, Johannesburg, 2090

Email: compliance@gorentals.co.za

☐ Request is made in my own name ☐ Request is made on behalf of another person

PERSONAL INFORMATION | REQUESTER DETAILS

Full names	Click here to enter text
Identity number	Click here to enter text
Capacity, if acting for another person	Click here to enter text
Postal address	Click here to enter text
Street address	Click here to enter text
Email address	Click here to enter text
Telephone (business)	Click here to enter text
Facsimile / cellphone	Click here to enter text

PERSON ON WHOSE BEHALF THE REQUEST IS MADE (IF APPLICABLE)

Full names	Click here to enter text
Identity number	Click here to enter text
Postal address	Click here to enter text

ANNEXURE A | FORM 2 (continued)

REQUEST FOR ACCESS TO RECORD | Form page 2 of 4

Street address of person represented	Click here to enter text
Email address of person represented	Click here to enter text
Telephone / cellphone / fax	Click here to enter text

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record requested, including any known reference number, so that it can be located. Attach signed extra pages where necessary.

Description of record or relevant part

Click here to enter text

Reference number, if available

Click here to enter text

Any further particulars of the record

Click here to enter text

TYPE OF RECORD (MARK THE APPLICABLE BOX)

☐ Record is in written or printed form
☐ Record comprises visual images, including photographs, slides, video recordings, computer-generated images or sketches
☐ Record consists of recorded words or information reproducible in sound
☐ Record is held on a computer or in electronic / machine-readable form

ANNEXURE A | FORM 2 (continued)

REQUEST FOR ACCESS TO RECORD | Form page 3 of 4

FORM OF ACCESS (MARK THE APPLICABLE BOX)

- ☐ Printed copy of record (including images, transcriptions and electronic information)
- ☐ Written or printed transcription of visual images
- ☐ Transcription of soundtrack (written or printed document)
- ☐ Copy of record on flash drive (including images and soundtracks)
- ☐ Copy of record on compact disc (including images and soundtracks)
- ☐ Copy of record saved on cloud storage server

MANNER OF ACCESS (MARK THE APPLICABLE BOX)

- ☐ Personal inspection at the registered address of the body
- ☐ Postal service to postal address
- ☐ Postal service to street address
- ☐ Courier to street address
- ☐ Facsimile of written or printed information
- ☐ Email of information (including soundtracks if possible)
- ☐ Cloud share / file transfer

Preferred language	Click here to enter text

If the record is not available in the preferred language, access may be granted in the language in which the record is available.

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

Indicate which right is to be exercised or protected. Sign any extra pages attached to this form.

Right to be exercised or protected

Click here to enter text

ANNEXURE A | FORM 2 (continued)

REQUEST FOR ACCESS TO RECORD | Form page 4 of 4

Explain why the requested record is required to exercise or protect that right:

Click here to enter text

FEES

a) A request fee must be paid before the request will be considered, where prescribed.
b) You will be notified of the access fee.
c) Fees depend on the form of access and reasonable time required to search for and prepare a record.
d) If an exemption applies, state the reason.

Reason for exemption (if applicable)

Click here to enter text

You will be notified in writing whether the request has been approved or denied, and of costs if approved. Indicate your preferred correspondence method:

☐ Postal address ☐ Facsimile

☐ Electronic communication

Details for electronic communication	Click here to enter text
Signed at	Click here to enter text
Date	Click here to enter text
Year	Click here to enter text
Signature of requester / authorised representative	Click here to enter text

FOR OFFICIAL USE

Reference number	Click here to enter text
Request received by (name and designation)	Click here to enter text
Date received	Click here to enter text
Access fees	Click here to enter text
Deposit (if any)	Click here to enter text
Signature of Information Officer	Click here to enter text