

PreMo PAIA Manual

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

Entity: PREMOBILITY TECHNOLOGIES (PTY) LTD

Company registration number: 2026/618181/07

Trading name: PreMo™

Version: 1.0

Status: Approved

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Website: <https://www.premobility.com>

Approval record

Approved by Paul Nghala, Chief Executive Officer, with effect from 17 September 2026.

This Manual describes how a person may request access to records held by PREMOBILITY TECHNOLOGIES (PTY) LTD, the categories of records held, records available without a formal request, applicable legislation and the company personal-information processing practices. It must be read with PAIA, POPIA and the Information Regulator prescribed forms and fee schedule.

Acronyms and definitions

Term	Meaning
DIO	Deputy Information Officer
IO	Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator South Africa
Record	Recorded information, regardless of form or medium, in the possession or under the control of the body.
Requester	A person making a request for access to a record under PAIA.

Purpose of this Manual

- Identify records available without a formal PAIA request.
- Explain how to request access to a record held by PreMo.
- Describe the subjects and categories of records held by PreMo.
- Provide the Information Officer and company contact details.
- Explain how to obtain the Information Regulator PAIA Guide and prescribed forms.
- Describe PreMo personal-information processing, recipients, cross-border flows and security measures.

Company details

Field	Details
Responsible party	PREMOBILITY TECHNOLOGIES (PTY) LTD
Company registration number	2026/618181/07
Physical and postal address	262 Papenfus Drive, Witpoort, Gauteng, South Africa

Field	Details
Information Officer	Paul Nghala, Chief Executive Officer
Information Officer email	nghalapd@premobility.com
Information Officer registration reference	2026-067047
Information Officer registration date	17 September 2026
Telephone	082 423 2923
Document contact email	paia@premobility.com
Website	https://www.premobility.com

Access contacts

PAIA requests should be addressed to the Information Officer through paia@premobility.com, copied where appropriate to nghalapd@premobility.com, or delivered to 262 Papenfus Drive, Witpoort, Gauteng, South Africa. Paul Nghala, Chief Executive Officer is registered with the Information Regulator under registration number 2026-067047, effective 17 September 2026. No Deputy Information Officer appears on the registration certificate issued on that date.

The Information Regulator PAIA Guide

The Information Regulator has published a Guide under section 10 of PAIA explaining PAIA and POPIA, the request process, prescribed forms, fees, available assistance and legal remedies. The Guide is available in the official languages and may be obtained from the Regulator website at <https://infoeregulator.org.za/paia/> or requested from the Information Officer.

Records available without a formal request

Category	Examples	Access
Public website information	Corporate profile, service descriptions, regulatory-status statements, contact routes, FAQs and public notices.	Website
Legal and privacy documents	Privacy Notice, PAIA Manual, Website Terms and Cookie Notice.	Website or request
Published vacancies and procurement notices	Notices expressly made public by PreMo.	Website or designated channel

Category	Examples	Access
Data-subject records	Records available to the data subject under POPIA, subject to verification and lawful limitations.	Privacy request

Records available under other legislation

Legislation	Indicative records
Companies Act 71 of 2008	Incorporation, governance, securities and statutory company records.
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax, accounting and supporting records.
Value-Added Tax Act 89 of 1991	VAT and transaction records where applicable.
Basic Conditions of Employment Act 75 of 1997	Employment and remuneration records.
Labour Relations Act 66 of 1995	Employment relations and dispute records.
Employment Equity Act 55 of 1998	Employment-equity records where applicable.
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Workplace injury and compensation records.
Occupational Health and Safety Act 85 of 1993	Health and safety records.
Unemployment Insurance Act 63 of 2001	UIF registration and contribution records.
Consumer Protection Act 68 of 2008	Consumer-service, complaint and transaction records.
Electronic Communications and Transactions Act 25 of 2002	Electronic communications and transaction records.
National Land Transport Act 5 of 2009 and applicable regulations	Platform, operator, driver, vehicle and transport-regulatory records where applicable.
POPIA and PAIA	Privacy governance, processing, access-request and information-security records.

Subjects and categories of records

Subject	Categories of records
Corporate governance	Incorporation, ownership, board, policies, delegations, minutes and statutory records.
Finance and tax	Budgets, accounting, banking, invoices, payments, tax, audit and asset records.
Legal and compliance	Contracts, licences, regulatory submissions, approvals, legal opinions, risk, insurance and compliance records.
Mobility operations	Service, account, journey, dispatch, support, quality and operational records.
Drivers and vehicles	Applications, verification, eligibility, compliance, performance and vehicle records.
Riders and customers	Profiles, service interactions, journey, billing, preference and support records.
Safety and complaints	Incident, complaint, evidence, response, investigation and resolution records.
Technology and security	Architecture, systems, access, change, incident, audit, continuity and vendor records. Access may be restricted where disclosure would create security, confidentiality or legal risk.
Personnel	Recruitment, employment, performance, payroll, training and disciplinary records.
Suppliers and partners	Due diligence, contracts, performance, invoices and correspondence.
Communications and intellectual property	Brand, content, designs, software, research, marketing and media records.
Privacy and information access	Notices, consents, processing registers, assessments, requests, complaints, retention and security records.

How to request access

1. Complete the Information Regulator prescribed Form 2 Request for Access to Record, available at <https://infoeregulator.org.za/paia/>.
2. Send the completed form and supporting documents to the Information Officer using the contact details in this Manual.

3. Describe the requested record with enough detail to identify and locate it. State the preferred form of access and contact method.
4. Because PreMo is a private body, identify the right to be exercised or protected and explain why the requested record is required for that purpose.
5. Provide proof of identity and, where acting for another person, proof of authority. PreMo will use this only to verify the request and protect records.
6. Pay any prescribed request or access fee after receiving a lawful notice requiring payment. Personal requesters seeking their own information are treated as prescribed by law.

PreMo will decide a properly submitted request within the period prescribed by PAIA, ordinarily 30 days, unless a lawful extension applies. The decision will state whether access is granted or refused, any fees payable and the available remedy. Access may be refused only on a ground recognised by PAIA, including protection of privacy, confidential information, commercial information, safety, security, legal privilege or other mandatory or discretionary grounds.

Fees

Request and access fees are governed by PAIA and the applicable regulations and notices. PreMo will not reproduce a fee schedule that may become outdated. Any fee notice will identify the prescribed amount and basis of calculation. Access may be withheld until a required fee is paid, subject to the Act.

Remedies

A private body does not have the PAIA internal appeal procedure applicable to certain public bodies. If a request is refused or is not decided within the prescribed period, the requester may lodge a complaint with the Information Regulator using prescribed Form 5 within the applicable period or apply to a competent court, subject to PAIA. The Regulator guidance indicates that complaints concerning private bodies are generally lodged within 180 days of refusal, deemed refusal or the event complained of.

Processing of personal information

PreMo processes personal information to provide and administer mobility, support and business services; verify identity and regulatory eligibility; manage journeys, safety, complaints and incidents; prevent fraud and misuse; process payments and records; communicate with stakeholders; recruit and manage personnel; comply with law; and protect legitimate interests. The PreMo Privacy Notice provides further detail.

Data subject	Information that may be processed
Website visitors	IP address, device, browser, logs, security signals, activity and submitted form information.
Riders and prospective riders	Identity, contact, account, journey, location, payment, communication, preference, complaint and safety information.
Drivers and applicants	Identity, contact, licence, professional permit, operator, vehicle, compliance, eligibility, performance, journey, payment and safety information.
Business customers	Representative, contact, account, billing, service and authorised-user information.
Complainants and correspondents	Identity, contact, complaint, incident, attachment, preference and resolution information.
Personnel and applicants	Identity, contact, qualifications, employment, remuneration, performance and statutory information.
Suppliers and partners	Identity, registration, tax, banking, due-diligence, contract and performance information.

Recipients of personal information

Depending on the purpose and lawful basis, recipients may include contracted operators and service providers, professional advisers, payment and verification services, insurers, business customers, emergency or response services, regulators, law-enforcement bodies, courts, revenue and labour authorities, and other recipients authorised or required by law. PreMo does not sell personal information.

Cross border flows

Approved cloud and technology providers may process information outside South Africa. PreMo applies section 72 of POPIA and appropriate contractual, legal and organisational safeguards. Specific countries and providers are recorded in internal processing and supplier registers and are reviewed before material transfers.

Security safeguards

PreMo applies reasonable safeguards appropriate to the nature and risk of the information, including governance, access control, authentication, encryption, secure development, logging, monitoring, provider due diligence, confidentiality obligations, incident response, continuity, backup, retention and secure disposal. Detailed security architecture is not publicly disclosed where doing so would increase risk.

Availability and updating of this Manual

This Manual will be available at <https://www.premobility.com/#/paia>, at the head office during normal business hours, to a person upon request subject to any prescribed fee, and to the Information Regulator upon request. The Information Officer will review and update it when material changes occur and at appropriate intervals.

Issue authority

Approved and issued by Paul Nghala, Chief Executive Officer on 17 September 2026.