

BOLT SERVICES ZA (PTY) LTD

PAIA MANUAL

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000 (AS AMENDED)**

**APPROVED BY BOLT'S CHIEF INFORMATION OFFICER ON THE FOLLOWING
DATE: 27 JUNE 2025**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

“Bolt”	Bolt Services ZA (Pty) Ltd;
“CEO”	Chief Executive Officer;
“DIO”	Deputy Information Officer;
“IO”	Information Officer;
“Minister”	Minister of Justice and Correctional Services;
“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended);
“POPIA”	Protection of Personal Information Act No.4 of 2013;
“Regulator”	Information Regulator; and
“Republic”	Republic of South Africa.

2. PURPOSE OF PAIA MANUAL

- 2.1. This PAIA manual (“PAIA Manual”) is published in accordance with section 51 of PAIA, which requires private organisations to compile a manual to serve as a guide for information requesters.
- 2.2. This PAIA Manual is useful for the public to:
 - 2.2.1. check the categories of records held by Bolt which are available without a person having to submit a formal PAIA request;
 - 2.2.2. have a sufficient understanding of how to make a request for access to a record of Bolt, by providing a description of the subjects on which Bolt holds records, and the categories of records held on each subject;
 - 2.2.3. know the description of the records of Bolt which are available in accordance with any other legislation;
 - 2.2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

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- 2.2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.2.6. know if Bolt will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.2.9. know if the body 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
- 2.2.10. know whether Bolt has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. SCOPE OF THE MANUAL

- 3.1. The scope of this PAIA Manual is limited to the information and records held by Bolt.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF BOLT

4.1. Chief Information Officer

Name: Vincent Pickering

Email: vincent.pickering@bolt.eu

Deputy Information Officers

Name: Alon Alkalay

Email: alon.alkalay@bolt.eu

4.2. Access to information general contacts

Email: privacy@bolt.eu

4.3. National or Head Office

Postal Address: M5 Office Park Unit 7,
Block B Eastman Road Maitland,
Cape Town,
Western Cape,
7405,
South Africa

Physical Address M5 Office Park Unit 7,
Block B Eastman Road Maitland,
Cape Town,
Western Cape,
7405,
South Africa

Email: privacy@bolt.eu

Website: <https://bolt.eu>

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

- 5.1. The 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 POPIA.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of:
 - 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 5.3.2.1. the Information Officer of every public body, and

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- 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA;²
- 5.3.3. the manner and form of a request for:
 - 5.3.3.1. access to a record of a public body contemplated in section 11;³ and
 - 5.3.3.2. access to a record of a private body contemplated in section 50;⁴
- 5.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and
 - 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

¹Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

²Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

a) that record is required for the exercise or protection of any rights;

b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

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- 5.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92.¹¹
- 5.4. 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 Regulator, during normal working hours.
- 5.5. The Guide can also be obtained:
 - 5.5.1. upon request to the Information Officer; or
 - 5.5.2. from the website of the Regulator (<https://inforegulator.org.za/>).
- 5.6. A copy of the Guide is also available here in the following two official languages for public inspection:
 - 5.6.1. [English](#); and
 - 5.6.2. [Afrikaans](#).

6. CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS¹²

- 6.1. PAIA tries to make access to information easier for everyone. It does this by suggesting that entities, such as Bolt, voluntarily compile categories of documents and information (records) that you may access, without having to go through the formal PAIA request process.¹³ For Bolt, the following categories of documents and information (records) that you may access without submitting a formal request are as follows:

Category of records	Types of the Record	Where Available
Policies	Bolt's public-facing policies (e.g., Driver and Passenger Privacy Policy, Website Cookie Policy, terms and	Website: https://bolt.eu/en-za/legal/

⁹Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹Section 92(1) of PAIA provides that – "The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

any administrative or procedural matter necessary to give effect to the provisions of this Act."

¹²Section 51(1)(b)(ii) of PAIA once amended by section 110 of POPIA.

¹³ This is set out in section 52(2) of PAIA.

Category of records	Types of the Record	Where Available
	conditions for passengers and drivers, etc)	https://bolt.eu/en-za/privacy/
Company Information	Registration number	Website: https://bolt.eu/en/cities/capetown/
Press Releases and Media Statements	Brochures, press releases, publications and marketing material	Website: https://bolt.eu/en-za/
Operations & Services	Information regarding Bolt's services, cities in which Bolt operates, and contact information per city.	Website: https://bolt.eu/en/cities/

7. DESCRIPTION OF THE RECORDS OF BOLT WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

7.1. Bolt maintains such records, information and/or documentation, including personal information, as required in terms of the following legislation:

- 7.1.1. Basic Conditions of Employment Act No.75 of 1997;
- 7.1.2. Broad Based Black Economic Empowerment Act No.53 of 2003;
- 7.1.3. Companies Act No.71 of 2008;
- 7.1.4. Compensation for Occupational Injuries and Diseases Act No.130 of 1993;
- 7.1.5. Competition Act No. 89 of 1998;
- 7.1.6. Consumer Protection Act No.68 of 2008;
- 7.1.7. Copyright Act No.98 of 1978;
- 7.1.8. Customs & Excise Act No. 91 of 1964;
- 7.1.9. Electronic Communications Act No. 36 of 2005;
- 7.1.10. Employment Equity Act No. 55 of 1998;
- 7.1.11. Income Tax Act No. 58 of 1962;
- 7.1.12. Labour Relations Act No. 66 of 1995;
- 7.1.13. National Credit Act No. 34 of 2005;

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- 7.1.14. Occupational Health and Safety Act No. 85 of 1993;
- 7.1.15. Pensions Fund Act No. 24 of 1956;
- 7.1.16. Promotion of Access to Information Act No. 2 of 2000;
- 7.1.17. Skills Development Act No. 97 of 1998;
- 7.1.18. Skills Development Levies Act No. 97 of 1998;
- 7.1.19. Trademarks Act No. 94 of 1993;
- 7.1.20. Unemployment Contributions Act No. 4 of 2002;
- 7.1.21. Unemployment Insurance Act No. 63 of 2001; and
- 7.1.22. Value Added Tax Act No. 89 of 1991.

7.2. We have tried to provide a comprehensive list of applicable legislation. However, please note that the above list may not be exhaustive. In the event where existing or new legislation allows a requester access on a basis other than as set out in PAIA, we will update the list accordingly.

7.3. If you believe that a right of access to a record exists in terms of other legislation listed above or any other legislation, you are required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY BOLT

8.1. POPIA requires Bolt to provide you with certain information relating to how personal information that Bolt processes is, amongst other things, used, disclosed and secured.

8.2. The table below contains a description of types of records/information on which Bolt holds, and the categories of records held on each subject. These records are not automatically available without a request made in terms of PAIA. A request made in terms of PAIA for records in any of the below categories may be refused in accordance with any of the PAIA grounds for access refusal.

Subjects on which the body holds records	Categories of records
Statutory and Corporate Documents	• Company incorporation documents; • Memorandum of Incorporation;

Subjects on which the body holds records	Categories of records
	• Written resolutions; • Management meetings minutes; • Records relating to the appointment of directors, auditors, company secretary, public officer and other officers.
Financial records and tax records	• Annual financial statements; • Documents and records of payments to the South African Revenue Services; • Invoices; • Documents issued to employees for income tax purposes; • Value Added Tax records; • Unemployment Insurance Fund; and • Any records for purposes of statutory compliance.
Personnel records	• Employment contracts; • Employment policies and procedures; • Employment equity plan; • Salary records; • Disciplinary codes and procedures; • Personnel Leave records; • Training records and manuals; • Related correspondence; and • Personnel records.

Subjects on which the body holds records	Categories of records
Health and safety, and sustainability records	• Health and safety records and manuals; • Occupation certificates of all buildings; and • Fire clearance certificates of all buildings.
Procurement records	• Contractor and Supplier lists; and • Procurement Policies and procedures.
Marketing records	• Advertising and promotional material; and • Brand information management.
Risk/Audit records	• Audit reports; and • Risk management frameworks and plans.
Information and Technology	• Information security policies.
Users' data (Drivers)	• General data: Name, email, phone number, place of residence; • Geolocation data: Driver location and driving routes; • Vehicle information: Registration number, compliance status; • Usage data: Driver engagement, interactions on marketplace, driver ratings, Driver Score; • Identification/verification data: Driver's license, photo, identity documents; • Offences data: Criminal convictions and offences (where legally permitted);

Subjects on which the body holds records	Categories of records
	• Communication and correspondence records: In-app chats, calls with customer service, timestamps, and content; • Information required under applicable law for taxation purposes: Taxpayer ID, VAT ID, place of birth, financial account ID, residency information; and • User-generated content: Audio recordings (safety toolkit), pictures, videos, files.
Users' data (Riders/Passengers)	• Profile Data including: - o Full Name; - o Email address; - o Login name and password; - o Phone number; - o Profile photo (optional); - o Home or work address (optional); - o Saved favourite locations (optional); - o Date of birth (optional); - o Preferences and settings related to the account, such as language preferences, communication preferences and notification settings); • Payment Data including: - o details of user's payment methods including payment card type, bank name, bank account number, bank account sort code; - o related payment verification information;

Subjects on which the body holds records	Categories of records
	- o transaction history on the Bolt Platform. • Identification / Verification Data - o identification documents including government-issued or national identity documents (such as passports, driver's licences or national ID cards); - o photographs/pictures (such as a selfie) • Demographic Data - o Age & gender • Survey / Interview Data including: - o Content of user's replies or attachments they may send us, during the course of surveys and interviews that we conduct • Geolocation Data (data collection depends on app settings and device permissions and is collected when the Bolt App is opened and used) including: - o Precise geolocation (e.g., GPS) - o Approximate geolocation (e.g., IP address) - o Geolocation data from mobile device • App Usage Data, including: - o Journey details (date, time, pick-up/drop-off addresses, distances, routes) - o Payment history (including coupons or promotional codes used) - o Cancellation history - o Login and logout dates/times - o App features or pages viewed

Subjects on which the body holds records	Categories of records
	- o Browser type - o App crashes - o Other system activity ● Communication Data, including: - o In-app chat communications (with Customer Support or Drivers) - o Email and web form correspondence - o Phone calls with Customer Support or Drivers (where available) - o Date and time of communications - o Content of communications - o Phone number (when using the call feature) - o Call recordings (only with prior notification) ● User Generated Data, including: - o Audio recordings (from the trip, via safety toolkit feature) - o Submitted content (e.g., pictures, videos, files) via CS channels - o Ratings and feedback (about other users) - o Metadata ● Warning and Suspension Data, including: - o Warnings and suspensions issued (including dates, expiry date) ● Device Data, including: - o Hardware model - o Device IP address

Subjects on which the body holds records	Categories of records
	- o Unique device identifiers (e.g., UUID, advertising identifiers) - o Device operating system - o Browser version - o Device vendor name - o App version - o Carrier identity - o Device manufacturer - o Preferred languages • Calendar Data (only with user permission, used for optional features (e.g., ride reminders, trip alerts)), including: - o Event details from user's calendar • Cookies, SDKs, Analytics, and Third-Party Technologies Data, including: - o Cookies and tracking pixels - o Data analytics tools - o SDKs (Software Development Kits) - o Advertising IDs • Rider Rating Data: - o Ratings from Drivers (1 to 5 stars after each trip) - o Mandatory feedback for low ratings (1–3 stars) - o Comments from Drivers - o Average Rider Rating

8.3. The recipients or categories of recipients to whom the personal information may be supplied

8.3.1. Bolt may supply personal Information to these potential recipients:

8.3.1.1. Entities within the Bolt group of companies;

8.3.1.2. Management;

8.3.1.3. Employees; and/or

8.3.1.4. Sub-contracted Vendors.

8.3.2. Bolt may disclose personal information with any Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities.

8.3.3. Bolt endeavours to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be disclosed where Bolt has a legal duty or a legal right to do so. In any scenario, Bolt will always satisfy itself that it has a lawful basis on which to share the information, and we'll make sure that we document our decision.

8.4. Transborder flows of personal information (section 51(iv) of PAIA as amended by POPIA)

8.4.1. Bolt may transfer certain personal information outside the geographic borders of South Africa to service providers and our parent company, Bolt Operations OÜ, for purposes of, inter alia, providing services as well as for data storage and back-up purposes to ensure the integrity of our systems. When we transfer your personal information outside of the geographic borders of South Africa, Bolt will ensure that all information/documents including personal information is subject to laws, binding corporate rules or binding agreements comparable to those under PAIA and POPIA.

9. INFORMATION ON HOW YOU CAN MAKE A PAIA REQUEST TO US

9.1. If you would like to make a PAIA request to Bolt, you can do so by submit a PAIA access request using any of the following forms and methods:

9.2. Forms of Submission:

9.2.1. **Online Form & Personal Data Export Tool** (for data subject access requests): If you are a data subject seeking access to your personal information, you may complete and submit the Data Subject Request Form available on Bolt's [website](#) or use the self-service Personal Data Export Tool in the Bolt App: please navigate to the Privacy Section in the Bolt App,

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choose personal data you request to access and submit the request to obtain the copy of your personal data.

- 9.2.2. **Help section of the Bolt App** (for data subject access requests): If you are a data subject seeking access to your personal information, you may go to the Help section in the Bolt App and submit the request to access your personal data there. The respective article is available at Bolt's website via the link [How to contact support | For Couriers | Bolt Support](#)
- 9.2.3. **Complete and Submit Prescribed Form 2 via Email**: Alternatively, you may submit your request using Form 2, the prescribed PAIA request form available on the website of the Information Regulator of South Africa (<https://www.inforegulator.org.za>). Bolt also provides a pre-populated version of Form 2 tailored to Bolt's processes in Annexure 2 to this Manual, which requesters are also encouraged to use. If you submit a request using Form 2, please send it to us by email to privacy@bolt.eu with the subject line "For the Attention of Bolt's Information Officer".

9.3. **Methods of Submission Not Supported:**

- 9.3.1. Bolt is a digital-first organisation and, as such, is constrained in the methods by which it can receive and respond to PAIA requests. We are unable to accept requests submitted via fax, post, or courier, and do not support physical inspection or delivery of records. All requests must be submitted electronically, and access to records will generally be granted via secure cloud-based file transfer.
- 9.3.2. For ease of reference, a pre-populated version of Form 2 is included in Annexure 2 to this Manual. This version indicates the acceptable methods of making a request and receiving access, and marks other methods as "N/A" to reflect Bolt's operational limitations. Requesters are encouraged to use this version of Form 2 where possible.
- 9.3.3. If you require an accommodation to access your personal information due to a disability, please let us know in your request. We will assess and respond to such requests on a case-by-case basis, in accordance with our legal obligations.

9.4. **Minimum Information Requirements**

- 9.4.1. To process your request, we require sufficient information to:
 - 9.4.1.1. Identify you (and, where applicable, verify your authority to act on behalf of another person);
 - 9.4.1.2. Identify the specific record(s) requested; and
 - 9.4.1.3. Understand the right you seek to exercise or protect, and how the requested record is required to exercise or protect that right.

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- 9.4.2. If you are making a request on behalf of another person, you must submit proof of the capacity and/or authority upon which you make the request. This proof will be subject to the satisfaction of the Information Officer.
- 9.4.3. Requests that do not include this information may be delayed or rejected. Where feasible, we may invite you to complete the prescribed form and resubmit your request. If you do not use methods detailed above on section 9.1, or a substantially similar form, your request may be rejected for lack of procedural compliance, refused (if sufficient information is not provided or otherwise) or delayed. However, Bolt may first provide you with an opportunity to complete your request on the prescribed form and resubmit it to ensure the necessary information is provided.

9.5. Decision and Notification

- 9.5.1. Please note that we will evaluate and consider all requests which we receive in accordance with PAIA. We will make a decision on your request within 30 calendar days of receipt, as required under section 25 of PAIA. In certain circumstances, we may extend this period for a further 30 days, for example, if the request is for a large volume of information or requires consultation with third parties. If an extension is required, we will inform you in writing and provide reasons.
- 9.5.2. We will notify you of our decision in writing, using the contact details you provided in your request. Our response will indicate:
 - 9.5.2.1. Whether your request has been granted or refused;
 - 9.5.2.2. If refused, the grounds for refusal with reference to the applicable provisions of PAIA;
 - 9.5.2.3. If granted, any conditions of access, including the format of delivery and any access fees payable;
 - 9.5.2.4. The next steps required from you, including payment of fees (if applicable); and
 - 9.5.2.5. Your rights of recourse, including your right to approach a court for relief under section 78 of PAIA, should you be dissatisfied with our decision.
- 9.5.3. Please note that Bolt does not have an internal appeal process, as PAIA only provides for internal appeals in respect of public bodies.

9.6. No Automatic Right of Access

- 9.6.1. It is important to remember that, even though we have published this Manual and described the categories and subject matter of information or records

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that we hold, this does not give you any rights to access such information or records, except in terms of PAIA.

9.7. Exclusions and Grounds for Refusal

9.7.1. You may not be entitled to access certain categories of records, including but not limited to:

- 9.7.1.1. Personal information of third parties (unless you are acting under their authority, with proof);
- 9.7.1.2. the confidential or commercially sensitive information of third parties or Bolt;
- 9.7.1.3. information that may compromise the safety of individuals or protection of property;
- 9.7.1.4. records that are privileged from production or publication in terms of legal proceedings or legal advice; and
- 9.7.1.5. the commercial information of a private body and research information of a third party and a private body.

9.8. Fees Payable

- 9.8.1. Please note that you may also be required to pay the prescribed fees, particularly if your request relates to records other than your own personal information.
- 9.8.2. If you are requesting records that are not related to a personal request, we may first notify you of the prescribed fee (if any) before processing the request any further. You may lodge an internal appeal or an application to Court, against our requirement that you pay a request fee.
- 9.8.3. If your request is granted, then a further access fee must be paid for the reproduction and search and preparation of the record, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- 9.8.4. The list of prescribed fees in respect of requests, and in respect of access to records (if the request is granted) is set out in Annex 2 to this Manual. You may challenge any fee imposed by lodging an internal appeal or making an application to court, as applicable.

9.9. Methods of Access Supported

- 9.9.1. If your request is granted, Bolt typically provides access to records in electronic format only, delivered in a compressed (ZIP) file via cloud-based file transfer. In rare and exceptional cases, and only where legally required, printed copies may be provided. Bolt does not offer access via flash drives,

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CDs, in-person inspection, fax, or any delivery method not listed above. These limitations are reflected in the pre-populated version of Form 2 in Annexure 2.

10. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

- 10.1. Bolt has established and implemented a robust suite of information security policies (including physical security measures, cyber security measures, and policies on information security) which detail our approach to information security, the technical and organisational measures that Bolt has implemented, and the roles and responsibilities staff have in relation to keeping information secure.
- 10.2. Additionally, where possible, Bolt ensures that its suppliers and processors comply with industry standards and best practices as set out in Information Security Code of Practice, which is available at: <https://bolt.eu/en/security/supplier-requirements/>.
- 10.3. By adhering to these measures, Bolt ensures the confidentiality, integrity, and availability of the personal and sensitive information processed in its environment, in compliance with its legal obligations and security best practices.

11. AVAILABILITY OF THE MANUAL

- 11.1. A copy of the Manual is available:
 - 11.1.1. on Bolt's website: <https://bolt.eu/en-za/legal/> ;
 - 11.1.2. head office of the Bolt as detailed in paragraph 4.2 for public inspection during normal business hours;
 - 11.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 11.1.4. to the Information Regulator upon request.
- 11.2. A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, may be payable per each A4-size photocopy made.

12. UPDATING OF THE MANUAL

- 12.1. Bolt will, on a regular basis, update this manual.

Issued by

Vincent Pickering
Chief Information Officer

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ANNEXURE 1 - PAIA MANUAL REVISION RECORDS

Version Number	Review Date	Status (Regulatory Development, Original, Annual Review)	Change description
1.	27.06.2025	Original	New document

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ANNEXURE 2 – PAIA FORM 2 (PRE-POPULATED)



FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

E-mail address: privacy@bolt.eu

Fax number: N/A

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made (when made on behalf of another person)	
Postal Address	
Street Address	

E-mail Address			
Contact Numbers	Tel. (B):		Facsimile : N/A
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile : N/A
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	N/A
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	N/A
Transcription of soundtrack <i>(written or printed document)</i>	N/A
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	N/A
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	N/A
Copy of record saved on cloud storage server	X
MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	N/A
Postal services to postal address	N/A
Postal services to street address	N/A
Courier service to street address	N/A
Facsimile of information in written or printed format <i>(including transcriptions)</i>	N/A
E-mail of information <i>(including soundtracks if possible)</i>	N/A
Cloud share/file transfer	X
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
FEES	
a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)
N/A	N/A	

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

.....

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

PAIA Manual: Private Body
Signature of Chief Information Officer

