

FulTank (Pty) Ltd

PAIA Manual prepared in terms of section 51 of the Promotion of Access to Information Act, 2000 (as amended)

Document	PAIA Manual
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Approved By	Tebogo Kekana
Position	Managing Director / Information Officer

Important notice: This manual is intended as a practical compliance document for FulTank. It should be reviewed periodically and updated when there are material changes to FulTank operations, systems, records, legislation or regulatory guidance.

1. Introduction

This PAIA Manual has been prepared for FulTank (Pty) Ltd in accordance with the Promotion of Access to Information Act, 2000. The purpose of this manual is to help members of the public understand what records FulTank holds, how access to records may be requested, and who is responsible for handling access to information requests.

2. Company Details

Registered Name	FulTank (Pty) Ltd
Registration Number	2021/403778/07
Physical Address	44 Alice Street, The Reeds, Centurion, 0157, South Africa
Postal Address	44 Alice Street, The Reeds, Centurion, 0157, South Africa
Telephone	087 822 1374
Website	www.fultank.co.za
General Email	info@fultank.co.za
Customer Support	customercare@fultank.co.za
PAIA Requests	paia@fultank.co.za

3. Information Officer

Name	Tebogo Kekana
Position	Managing Director / Information Officer
Email	paia@fultank.co.za

4. Deputy Information Officer

FulTank has not appointed a Deputy Information Officer at this stage. PAIA and POPIA-related requests must be directed to the Information Officer.

5. Guide on How to Use PAIA

The Information Regulator has published a guide to assist members of the public in understanding how to exercise their rights under PAIA. The guide may be obtained from the Information Regulator or requested through FulTank's Information Officer.

6. Records Available Without a Formal PAIA Request

The following records may be made available on FulTank's website or upon request without requiring a formal PAIA application:

- Company profile and general business information
- Product and service information
- Privacy Policy
- POPIA Notice
- Terms and Conditions
- PAIA Manual
- Application forms and general customer documentation
- Public marketing material

7. Categories of Records Held by FulTank

7.1 Corporate Records

- CIPC registration documents
- Company registration records
- Share certificates
- Board resolutions
- Company policies and internal governance records

7.2 Financial and Accounting Records

- Invoices
- Customer payments
- Bank statements
- Top-up records
- Payment references
- Tax records
- Sage accounting records

- Accountant correspondence and reports

7.3 Human Resources Records

- Employment contracts
- Payroll records
- Staff correspondence
- Confidentiality undertakings
- Internal access and responsibility records

7.4 Customer Records

- Customer applications
- FICA and verification documents
- Identity documents
- Customer contact details
- Physical address details
- Fuel card numbers
- Transaction records
- Fuel card balances
- Top-up allocation records
- Support tickets
- Customer complaints
- Customer correspondence

7.5 Business Customer Records

- Company names
- Company registration numbers
- VAT numbers
- Director identity documents
- Director contact details
- Business application documents
- Fleet and card allocation records where applicable

7.6 Technical and System Records

- Website logs
- ClientHub logs
- AdminHub logs
- Login activity logs
- Password reset logs
- OTP verification records
- Security audit logs

- Support ticket records
- Database records hosted by Axxess

7.7 Fuel API Records

- Developer accounts
- API keys
- API usage logs
- Subscription records
- Billing records
- API request records
- Technical support correspondence

8. Personal Information Processed by FulTank

FulTank may process the following categories of personal information:

- Full name
- ID number
- ID copy
- Mobile number
- Email address
- Physical address
- Fuel card number
- Transaction and top-up information
- Customer support correspondence
- OTP and login verification data

9. Personal Information of Business Customers

- Company name
- Registration number
- VAT number
- Director identity documents
- Director contact details
- Business contact information
- Billing and payment information

10. Third Parties and Service Providers

FulTank may share records or personal information with selected third parties where necessary for service delivery, legal compliance, billing, support, hosting, communication, card operations, and accounting purposes.

- PayCentral / FuelCentral
- Yoco

- BulkSMS
- Axxess
- Sage
- Accountants
- Courier companies
- Regulators, law enforcement or public bodies where legally required

11. Applicable Legislation

FulTank may retain records in accordance with applicable South African legislation, including but not limited to:

- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act, 2013
- Companies Act, 2008
- Consumer Protection Act, 2008
- Electronic Communications and Transactions Act, 2002
- Income Tax Act, 1962
- Value-Added Tax Act, 1991, where applicable
- Financial Intelligence Centre Act, 2001, where applicable
- Basic Conditions of Employment Act, 1997, where applicable

12. How to Request Access to Records

Requests for access to records must be submitted to FulTank's Information Officer using the prescribed PAIA request form. The request must clearly describe the record requested and must provide sufficient detail to enable FulTank to identify the requested record.

Email: paia@fultank.co.za

Subject line: PAIA Request - [Requester Name]

13. Proof of Identity

A requester must provide proof of identity when submitting a PAIA request. Where a request is made on behalf of another person or entity, proof of authority to act on behalf of that person or entity must also be provided.

14. Grounds for Refusal

FulTank may refuse access to records where PAIA allows or requires refusal, including where disclosure would:

- Unreasonably disclose personal information of a third party
- Disclose confidential commercial information
- Compromise the safety or security of systems, customers, staff, or service providers
- Disclose legally privileged information
- Unreasonably interfere with the operations of FulTank
- Conflict with applicable law or contractual confidentiality obligations

15. Fees

FulTank may charge request fees, access fees, reproduction fees or other fees permitted under PAIA and its regulations. Where fees are payable, the requester will be informed before the request is processed further.

16. Decision and Response Time

FulTank will process PAIA requests within the time periods prescribed by PAIA. The requester will be notified whether access is granted, refused, partially granted, or subject to the payment of prescribed fees.

17. Availability of This Manual

This PAIA Manual is available on FulTank's website at www.fultank.co.za/legal. A copy may also be requested from the Information Officer by emailing paia@fultank.co.za.

18. Review and Updates

FulTank may update this PAIA Manual from time to time. The manual will be reviewed at least annually or when material changes occur to FulTank's business operations, systems, legal obligations, or records processing activities.