

Data Retention & Secure Deletion Schedule

How long information is kept and when it is removed

Effective date: 29 September 2026

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1. Principle

Keep personal information only for as long as reasonably necessary for the purpose, contract, legal/accounting requirement, dispute, consent record or security need.

2. Unconverted enquiries

Dormant enquiries should be reviewed under the approved business retention window and deleted or anonymised when continued retention is no longer justified.

3. Client and booking records

Booking and accounting records are retained in line with contractual, tax, financial and dispute requirements approved by the company's professional advisers.

4. Marketing preferences

Consent and opt-out evidence may be retained as necessary to demonstrate lawful communications preferences and avoid re-contacting a person contrary to their choice.

5. Restricted documents

Passports, IDs and visa copies should have the shortest practical retention period consistent with the travel purpose and lawful obligations.

6. Security logs

Security logs should be retained for a risk-appropriate investigation and evidence period, then rotated or securely removed.

Authoritative references

Protection of Personal Information Act 4 of 2013

<https://www.gov.za/documents/protection-personal-information-act>

Operational publication note: this document is maintained as part of the See The World Travel compliance framework. It should be reviewed when the business model, supplier arrangements, contact channels or applicable law materially change. It does not replace matter-specific legal advice where specialist advice is required.