

Security Incident & POPIA Compromise Response Procedure

Containment, evidence, notification and recovery

Effective date: 29 September 2026

Website: <https://seetheworld.co.za>

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1. Detect and contain

Identify the event, stop ongoing exposure where safe, preserve evidence and avoid unnecessary alteration of affected systems.

2. Escalate

Notify the Information Officer/security owner promptly. Service providers/operators must escalate suspected unauthorised access to personal information to See The World Travel without delay.

3. Assess

Determine affected systems, data categories, travellers, time period, likely cause, unauthorised recipients, containment status and practical protective measures.

4. Notify

Where POPIA requires notification to the Information Regulator and affected data subjects, See The World Travel will prepare and issue the required notifications without unreasonable delay, subject to lawful instructions or restrictions.

5. Recover

Restore secure operation; rotate credentials or keys where needed; verify confidentiality, integrity and availability before normal processing resumes.

6. Learn

Record root cause, evidence, corrective action, control improvements and follow-up testing.

Authoritative references

Protection of Personal Information Act 4 of 2013

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

Information Regulator contact and complaints channels

<https://inforegulator.org.za/contact-us/>

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.