

PAIA Manual - Private Body

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended Effective 1 October 2026

1. Acronyms and definitions

IO - Information Officer; DIO - Deputy Information Officer; PAIA - Promotion of Access to Information Act 2 of 2000; POPIA - Protection of Personal Information Act 4 of 2013; Regulator - Information Regulator (South Africa); Republic - Republic of South Africa.

2. Purpose of this manual

This manual explains the records held by See The World Travel, how a requester may seek access to a record, records that are available without a formal PAIA request, personal-information processing, recipients and cross-border transfers, and the security measures applied to information under the company's control.

3. Private body details

Legal name: See The World Travel (Pty) Ltd

Registration: CK 2017/245847/07

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

Postal address: P O Box 615, Halfway House, 1685, Midrand, Johannesburg, Gauteng Province, South Africa

Owner-designated privacy / Information Officer responsible person: Lesego Lekganyane. Formal statutory designation/registration evidence remains to be verified before final compliance sign-off.

Electronic PAIA requests: use the secure PAIA/contact channel on seetheworld.co.za until a dedicated PAIA mailbox is activated and published.

4. Information Regulator PAIA Guide

The Information Regulator publishes a guide explaining how to exercise rights under PAIA and POPIA, together with prescribed request and complaint forms. The guide and current forms are available from the Regulator's PAIA resources.

5. Records available without a formal PAIA request

Public website pages; published Privacy & POPIA Notice; Website Terms; Accessibility Statement; Trust Centre policies; selected travel guides and resources; public company details; published marketing material; and other records voluntarily published on the website.

Availability of a public record does not authorise reuse contrary to intellectual-property, privacy or other applicable rights.

6. Records available under other legislation

Records may be created or retained under legislation including the Companies Act 71 of 2008 where applicable, Consumer Protection Act 68 of 2008, Electronic Communications and Transactions Act 25 of 2002, Protection of Personal Information Act 4 of 2013, Promotion of Access to Information Act 2 of 2000, applicable tax/accounting legislation, employment legislation where applicable, and Tourism Act 3 of 2014.

7. Subjects and categories of records

Corporate and governance: incorporation, governance, resolutions, statutory records and contracts.

Finance and administration: invoices, receipts, accounting records, banking/payment-status records, tax records and supplier reconciliations.

Clients and travel: enquiries, quotations, traveller profiles, booking records, itineraries, supplier confirmations, correspondence, complaints and travel-document metadata.

Marketing and communications: consent records, newsletter subscriptions, campaign records, opt-outs and published content.

Technology and security: access records, audit events, configuration/evidence records, incident records, backups, security reviews and system documentation.

Suppliers and operators: agreements, due-diligence records, service correspondence and operational records.

8. PAIA request procedure

A requester seeking access to a record of a private body must use the prescribed Form 2 and identify the record with enough detail for See The World Travel to locate it.

For a private-body request, the requester must identify the right that is to be exercised or protected and explain why the requested record is required for that purpose, subject to PAIA.

Proof of identity must accompany the request. Where a request is made on behalf of another person, proof of authority must also be provided.

9. Fees and decision process

Any prescribed request or access fee will be handled in accordance with PAIA and the applicable regulations. See The World Travel will communicate the decision and any lawful fee or access arrangements through the contact details supplied by the requester.

10. Grounds for refusal

Access may be refused where PAIA requires or permits refusal, including protection of another person's privacy, confidential commercial information, safety, privileged material, research information, law-enforcement interests or other protected categories. Each request will be assessed on its facts.

11. Categories of data subjects and information processed

Prospective travellers: contact details, destination interests, budget/timing preferences and enquiry correspondence.

Clients/travellers: identity/contact details, booking and itinerary information, travel-document information, preferences, accessibility/dietary information where voluntarily provided and necessary, payment status and communications.

Suppliers/service providers: business contacts, contractual, banking/invoice and service-performance records.

Website users/subscribers: technical security data, consent records and communications preferences.

12. Recipients and cross-border processing

Information may be supplied to travel suppliers, operators, payment/hosting/email providers, professional advisers and authorities where reasonably necessary or legally required.

International transfers connected with travel services are governed by POPIA and the safeguards applicable to the recipient and transfer.

13. Information security

See The World Travel applies role-based access, secure sessions, encryption for restricted travel documents, access logging, backups, change control, incident response and other risk-appropriate safeguards designed to preserve confidentiality, integrity and availability.

14. Complaints and remedies

A PAIA complaint may be lodged with the Information Regulator after the applicable process has been followed. Current complaint forms and contact channels are published by the Information Regulator.

15. Availability and review

This manual is made available through the See The World Travel Trust Centre. It should be reviewed when material business, processing or regulatory changes occur.

See The World Travel should keep its Information Officer/Head of Private Body registration current on the Information Regulator eServices portal and complete required PAIA annual reporting within the Regulator's published reporting window.

Authoritative references

Promotion of Access to Information Act 2 of 2000

<https://www.gov.za/documents/promotion-access-information-act>

Information Regulator - PAIA resources, forms and private-body manual template

<https://inforegulator.org.za/paia/>

Information Regulator - PAIA Form 2: Request for Access to Record

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

Information Regulator - PAIA annual reporting

<https://inforegulator.org.za/paia-annual-report/>

Information Regulator contact and complaints channels

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

Protection of Personal Information Act 4 of 2013

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

This document forms part of the See The World Travel compliance framework and should be reviewed when material legal, operational, supplier or technology changes occur.