

# Privacy & POPIA Notice

How See The World Travel handles personal information Effective 1 October 2026

## 1. Responsible party

See The World Travel (Pty) Ltd (CK 2017/245847/07) is the responsible party for personal information processed through <https://seetheworld.co.za> and through its travel-planning operations. Postal address: P O Box 615, Halfway House, 1685, Midrand, Johannesburg, Gauteng Province, South Africa.

Lesego Lekganyane is the owner-designated privacy / Information Officer responsible person for this operating model. Formal statutory designation or Information Regulator registration is not represented as complete until supporting evidence is verified. A dedicated privacy and PAIA electronic mailbox must be activated and published before the final launch sign-off; until then, privacy requests may be submitted through the secure website contact channel and the postal address above.

## 2. What information we process

Depending on the service requested, we may process names, contact details, traveller preferences, destination interests, dates, budgets, booking references, correspondence, payment-status references, supplier records, itinerary information and consent records.

For confirmed travel, we may need passport, identity, visa, date-of-birth, nationality, accessibility, dietary or health-related information where it is necessary for the requested service. Sensitive travel documents must be handled only through the authorised secure document process.

For family travel involving children, only information reasonably necessary for the travel service should be collected, with the appropriate parent/guardian authority and other lawful basis required by applicable law.

## 3. Why we process information

We process information to answer enquiries, prepare quotations and itineraries, administer bookings, communicate with travellers and suppliers, provide support, manage client accounts, protect our systems, maintain accounting and evidence records, resolve complaints and comply with legal duties.

Marketing or editorial communications are sent only through a lawful consent or customer relationship basis. A person may unsubscribe or object at any time through the method provided in the message or by contacting See The World Travel.

## 4. POPIA processing principles

See The World Travel applies accountability, processing limitation, purpose specification, compatible further processing, information quality, openness, security safeguards and data-subject participation as the operational baseline for personal-information handling.

We seek to collect only what is reasonably necessary for the identified travel or business purpose.

## 5. Sharing and operators

Information may be shared with airlines, accommodation providers, cruise operators, tour operators, insurers, ground transport providers, payment providers, technology/hosting/email providers, visa/immigration support providers, professional advisers and public authorities where this is necessary for the requested service or required by law.

Service providers acting as operators must be subject to appropriate confidentiality, security and processing controls.

## 6. International transfers

International travel often requires personal information to be sent outside South Africa. Cross-border transfers will be assessed against POPIA section 72 and the safeguards applicable to the destination, recipient, contract or data-subject authorisation.

## 7. Travel document security

Passports, identity records, visas and similar documents are treated as restricted information. They must not be stored in a public website directory, ordinary analytics platform or browser localStorage.

The client portal architecture uses authenticated access, trip-level authorisation, encrypted storage and access logging for restricted documents.

## 8. Payments

See The World Travel's website is designed not to collect or store raw payment-card numbers or CVV values. Card entry, when enabled, must occur through a properly commissioned hosted or tokenised payment provider.

We may retain payment status, amount, method category and provider or EFT reference where required for booking, accounting and support.

## 9. Retention

Personal information is retained only for as long as reasonably required by the travel purpose, contract, legal/accounting obligation, dispute requirement, consent record or security need.

Restricted travel documents should have the shortest practical retention period and should be securely deleted or cryptographically destroyed when no longer required.

## 10. Your rights

Subject to applicable law, you may ask whether we hold your personal information, request access, correction or deletion where appropriate, object to certain processing, withdraw consent and lodge a complaint with the Information Regulator.

We verify identity before releasing or changing protected personal information.

## 11. Direct marketing

Unsolicited electronic direct marketing is governed by POPIA section 69. Consent is required unless the existing-customer exception and its conditions apply. The Information Regulator confirmed in April 2026 that POPIA remains mandatory alongside the Consumer Protection Act Amendment Regulations 2026.

## 12. Security compromises

Suspected unauthorised access to personal information is escalated immediately for containment, evidence preservation, assessment and notification. Where POPIA requires notification to the Information Regulator and affected data subjects, See The World Travel will follow that process without unreasonable delay.

## 13. Cookies and analytics

Essential security/session technologies may operate where required to provide the service. Non-essential analytics or marketing tracking should not be activated until the applicable notice, consent and preference controls are in place.

## 14. Complaints and contact

Privacy requests may be submitted through the website's secure contact channel or to the postal address above. POPIA complaints may also be lodged with the Information Regulator using its published complaints channels.

## Authoritative references

Protection of Personal Information Act 4 of 2013  
<https://www.gov.za/documents/protection-personal-information-act>

Information Regulator statement on the Consumer Protection Act Amendment Regulations 2026 and POPIA direct marketing  
<https://infoeregulator.org.za/wp-content/uploads/2026/04/MEDIA-STATEMENT-REGULATOR-NOTES-PUBLISHED-GAZETTE-OF-THE-CONSUMER-PROTECT-ACT-AMENDMENT-REGULATIONS-2026.pdf>

Information Regulator contact and complaints channels  
<https://infoeregulator.org.za/contact-us/>

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.