

Trust Centre

Privacy, security, transparency and traveller protection

Effective date: 29 September 2026

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

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

1. Purpose

The See The World Travel Trust Centre brings together the rules and controls that govern personal information, client accounts, travel documents, payments, accessibility, electronic communications and incident response.

2. Evidence-based security

Security claims are limited to controls that are actually implemented or verified. See The World Travel does not claim independent certification, FIPS validation, PCI certification or post-quantum protection unless documentary evidence supports the claim.

3. Core controls

HTTPS-only production access; secure session cookies; CSRF and origin protection; role-based authorisation; prepared database statements; form rate limiting; encrypted restricted-document storage; access and audit logging; backup/recovery procedures; least-privilege administration; and change-controlled deployment.

4. Restricted travel documents

Passports, IDs and visas are treated as restricted information and are separated from the public website. Access is tied to authenticated accounts and authorised trips.

5. Payment boundary

Raw card numbers and CVV values are outside the See The World Travel application boundary. Hosted or tokenised payment services must be used when card payments are enabled.

6. Privacy and marketing

POPIA governs personal-information handling and electronic direct marketing. Consent and opt-out evidence should be retained so communication preferences can be honoured.

7. Accessibility

The website is engineered toward WCAG 2.2 Level AA, with ongoing testing required before any formal conformance claim.

8. Incident response

Suspected personal-information compromises trigger containment, evidence preservation, assessment, communication and regulatory notification processes as applicable.

9. Policy library

The Trust Centre includes the Privacy & POPIA Notice, Website Terms, PAIA Manual, Accessibility Statement, Cookie & Tracking Notice, Direct Marketing Notice, Booking Terms, Cancellation & Refund Policy, Complaints

Procedure, Security & Trust Statement, Travel Document Vault Policy, Payment Security Policy, Data Retention Schedule and Incident Response Procedure.

Authoritative references

Protection of Personal Information Act 4 of 2013

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

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

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

Consumer Protection Act 68 of 2008

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

Electronic Communications and Transactions Act 25 of 2002

<https://www.gov.za/documents/electronic-communications-and-transactions-act>

Web Content Accessibility Guidelines (WCAG) 2.2

<https://www.w3.org/TR/WCAG22/>

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.