

TRAVEL COUNSELLORS PTY LTD

REGISTRATION NO: 2007/010456/07

PAIA MANUAL

**Prepared in terms of section 51 of the Promotion
of Access to Information Act 2 of 2000
(as amended)**

DATE OF COMPILATION: 1 June 2021

21 October 2025

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|------|--------------------|---|
| 1.1. | “CEO” | Chief Executive Officer |
| 1.2. | “DIO” | Deputy Information Officer; |
| 1.3. | “IO” | Information Officer; |
| 1.4. | “Minister” | Minister of Justice and Correctional Services; |
| 1.5. | “PAIA” | Promotion of Access to Information Act No. 2
of 2000 (as amended); |
| 1.6. | “POPIA” | Protection of Personal Information Act No. 4
of 2013; |
| 1.7. | “Regulator” | Information Regulator; and |
| 1.8. | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;

- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF TRAVEL COUNSELLORS

3.1. Information Officer

Name:	Mladen Lukic
Telephone:	(+27) 021 812 3106
Email address:	mladen.lukic@travelcounsellors.co.za

3.2. Deputy Information Officer

Name:	Ian Keane
Telephone:	(+27) 011 463 6940
Email address:	ian.keane@travelcounsellors.co.za

3.3. National or head office

Postal address:	PO Box 6739, Roggebaai, 8001
Physical address:	16th Floor, Portside Tower, 4 Bree Street, Cape Town City Centre, 8001
Telephone:	(+27) 021 812 3106
Email address:	info@travelcounsellors.co.za
Website:	https://www.travelcounsellors.co.za/

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“*The Minister may, by notice in the Gazette, make regulations regarding-*

- a) *any matter which is required or permitted by this Act to be prescribed;*
- b) *any matter relating to the fees contemplated in sections 22 and 54;*
- c) *any notice required by this Act;*

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://infoeregulator.org.za/>)

4.6. A copy of the **Guide** is also available in the following **two official languages**, for public inspection during normal office hours-

4.6.1. [English](#); and.

4.6.2. [Afrikaans](#).

5. CATEGORIES OF RECORDS OF TRAVEL COUNSELLORS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Type of records	Available on the website	Available upon request
Company information	Company profile information and history, services offered, travel packages and offers, contact details, franchise information	✓	✓
Governance and policies	Privacy Policy, PAIA manual, Terms and Conditions, Cookie Policy/settings, B-BBEE certificate	✓	✓
Marketing material	Newsletter, blogs, career opportunities,	✓	✓

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- d) *uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and*
- e) *any administrative or procedural matter necessary to give effect to the provisions of this Act.”*

	travel updates, and publicly available profiles of Franchisees (Travel Counsellors)		
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6. DESCRIPTION OF THE RECORDS OF TRAVEL COUNSELLORS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of records	Applicable legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Memorandum of Incorporation and company registers	Companies Act 71 of 2008
Employment contracts, employee records, HR policies, and health and safety records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998; Occupational Health and Safety Act 85 of 1993; Compensation for Occupational Injuries and Diseases Act 130 of 1993
Tax records, VAT, SDL, PAYE and UIF	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011; Unemployment Insurance Act 63 of 2001; Skills Development Levies Act 9 of 1999
Privacy Policy, marketing records, advertising materials, website and analytics data	Electronic Communications and Transactions Act 25 of 2002; Protection of Personal Information Act 4 of 2013 (POPIA)
B-BBEE certificate and reporting records	Broad-based Black Economic Empowerment Act 53 of 2003

7. DESCRIPTION OF THE SUBJECTS ON WHICH TRAVEL COUNSELLORS HOLD RECORDS AND CATEGORIES OF

RECORDS HELD ON EACH SUBJECT BY TRAVEL COUNSELLORS

Subjects on which the body holds records	Categories of records
Human resources	HR policies and procedures, employee information and files, contracts of employment, job descriptions, advertised positions, recruitment applications and CVs, disciplinary, interview and grievance records, performance reviews, payroll and tax records (SDL, UIF and PAYE), leave records, training and development records.
Finance	Audited annual financial statements, management accounts, asset registers, budgets, tax records, invoices issued and received, payroll records, banking details and supporting documents, bank statements, debtors and creditors list, and expense claims.
Legal and compliance	Company incorporation documents, Memorandum of Incorporation, share registers, contracts and agreements, compliance filings with regulators, minutes of meetings, appointment records, and insurance records.
Marketing	Newsletters, promotional materials, advertising content, social media content, website analytics and cookie data, and mailing lists.
IT systems	Access control records, user accounts, data backup logs, IT policies and procedures, software licences, and information security incident reports.
Business operations	Booking records, travel itineraries, identity or passport details, visa applications, payment details,

	invoices, emergency contact information, correspondence, medical or dietary needs, franchise agreements, franchise business details, financial records, sales reports, supplier details and lists, training and support records.
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8. PROCESSING OF PERSONAL INFORMATION

8.1. Purpose of processing personal information

We ensure that we always have a legal justification for processing personal information. Some of the purposes for which we process personal information are to:

- provide travel booking and advisory services;
- facilitate payments through payment processing providers and issue invoices;
- communicate with clients, prospective clients, website users, and provide tailored services;
- manage recruitment, employment and HR administration;
- administer and support Franchisees (Travel Counsellors);
- comply with legal and regulatory requirements;
- engage with employees and suppliers, and manage contractual relationships;
- monitor website usage, cookies, and improve digital platforms and customer experience; and
- conduct promotions, marketing, and business development.

8.2. Description of the categories of data subjects and of the information or categories of information relating thereto

Categories of data subjects	Personal information that may be processed
Employees	Full name, contact details, identity number, employment history, banking details, tax information,

	performance reviews, educational background, curriculum vitae, references, criminal history, disciplinary, interview and grievance records, training and development records.
Website users	IP addresses, browser types, cookie identifiers, browsing behaviour, location data, and device information.
Clients	Full names, contact details, identity or passport number, travel preferences, payment details, booking history, travel visas, next-of-kin details or emergency contact details, dietary needs, medical conditions, disability requirements (where relevant to the travel arrangements).
Suppliers (Travel service providers)	Business details, supplier application and supporting documents, contact details, financial information, contractual and billing information, and banking details.
Franchisees (Travel Counsellors)	Business registration information, contracts, contact details, compliance and supporting documents, financial records, and representative details.

8.3. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients to whom the personal information may be supplied
Identity number, names and qualifications	South African Police Services (criminal record checks), South African Qualifications Authority (qualification verification) and credit

	bureaus (credit checks) - <i>Where required</i>
Employee, tax and payroll information	South African Revenue Service and Department of Labour
Client booking details and travel information	Suppliers (Travel service providers such as airlines, hotels, tour operators, insurance companies, visa authorities) and Franchisees (Travel Counsellors)

8.4. Planned transborder flows of personal information

We may transfer certain personal information internationally to travel service providers, IT system hosts, and booking platforms located outside the Republic of South Africa, but safeguards are in place to protect such transfers.

8.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

We have implemented appropriate, reasonable technical and organisational safeguards to protect personal information against loss, unauthorised access, misuse, alteration, or destruction. These safeguards are regularly reviewed and updated to address new risks, technological developments, and business needs.

The following categories of safeguards are in place:

- Restricted internal access to personal information on a need-to-know basis;
- Use of secure IT systems and encryption;
- Password protection, firewalls, and monitoring systems;
- Contracts with third parties to ensure POPIA compliance; and
- Regular reviews of security protocols.

9. AVAILABILITY OF THE MANUAL

9.1. A copy of the manual is available –

- 9.1.1. On our [website](#) ;
 - 9.1.2. At our head office for public inspection during normal business hours;
 - 9.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4. to the Information Regulator upon request.
- 9.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable for each A4-size photocopy made.

10. UPDATING OF THE MANUAL

We will keep this manual updated.

Issued by:

Mladen Lukic

(Information Officer)

FORMS

1. PAIA

2. POPIA