

THOMPSONS TRAVEL (PTY)LTD



Promotion of Access to Information Manual

Compiled as a private body in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA")

POPIA - Request Forms

This Manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of the Protection of Personal Information 4 of 2013 ("POPIA").

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1. INTRODUCTION

- 1.1. **Thompsons Travel (Pty) Ltd** conducts business as a travel management company;
- 1.2. This Manual applies only to **Thompsons Travel (Pty) Ltd**. Each South African entity referenced in the above table has its own Manual in terms of Section 51 of PAIA which will apply to that specific entity.

2. DEFINITIONS AND INTERPRETATION

- 2.1. Unless otherwise expressly stated, or the context otherwise requires, the words and expressions listed below shall, when used in this Manual or in any schedules hereto, bear the meanings ascribed to them below and cognate expressions bear corresponding meanings:

2.1.1. “**Board**” means the Board of Directors of **Thompsons Travel (Pty) Ltd** serving from time to time;

2.1.2. “**Directors**” means those persons appointed as executive or non-executive Directors to the Board according to **Thompsons Travel (Pty) Ltd** memorandum of incorporation and the ruling policies and procedures applicable to Cullinan from time to time;

2.1.3. “**Thompsons Travel (Pty) Ltd**” means **Thompsons Travel (Pty) Ltd** with registration number 1902/001808/06;

2.1.4. “**PAIA**” means the Promotion of Access to Information Act 2 of 2000;

2.1.5. “**Personal Information**” means personal information as defined in POPIA;

2.1.6. “**POPIA**” means the Protection of Personal Information Act 4 of 2013;

2.1.7. “**Records**” means any recorded information—

(a) regardless of form or medium, including any of the following:

(i) writing on any material;

(ii) information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;

(iii) label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;

(iv) book, map, plan, graph or drawing;

(v) photograph, film, negative, tape or other device in which one or more visual images are embodied to be capable, with or without the aid of some other equipment, of being reproduced;

2.1.8. **“this Manual”** means this PAIA Manual.

2.2. In this Manual:

2.2.1. table of contents and paragraph headings are for purposes of reference only and shall not be used in interpretation;

2.2.2. unless the context clearly indicates a contrary intention, any word connoting any gender includes the other genders, and the singular includes the plural and vice versa;

2.2.3. When a number of days are prescribed such number shall exclude the first and include the last day unless the last day is not a business day, in which case the last day shall be the next succeeding business day.

3. **CONTACT DETAILS AND INFORMATION OFFICER [Sec 51(1)(a)]**

3.1. All queries and requests concerning Cullinan may be addressed to our Information Officer below.

Name of Body	Thompsons Travel (Pty) Ltd
Nature of Business	(1) Private Body in terms of section 51 of PAIA. (2) Public company incorporated in terms of the Companies Act 71 of 2008
Registration Number	2018/274921/07
Physical Address	The Travel House, 6 Hood Avenue, Rosebank, 2196, Johannesburg, Gauteng.
Postal Address	PO Box 41092, Craighall, 2024, Johannesburg, Gauteng.
Telephone Number	(011) 770-7500
Facsimile Number	No facsimile number

Executive Head of Body	Michael Tollman
Designated Information Officer	Irshaad Ismail
E-mail Address	Irshaad.ismail@thompsons.co.za
Website	www.thompsonstravel.co.za

4. SECTION 10 GUIDE ON HOW TO USE THE ACT [Sec 51(1)(b)]

- 4.1. In terms of Section 10 of PAIA, the Human Rights Commission has compiled, in each official language, a guide to PAIA to assist people exercising their rights under PAIA.
- 4.2. The guide is available from the Human Rights Commission. To receive a copy of the guide please direct any queries to:

The Human Rights Commission

Postal address:	Private Bag 2700, Houghton, 2041
Physical address:	Braampark Forum 3, 33 Hoodf Street, Braamf Johannesburg
Telephone:	+27 11 484 8300
Facsimile:	+27 11 484 0582
Website:	www.sahrc.org.za
Email:	section51.paia@sahrc.org.za

5. AUTOMATICALLY AVAILABLE INFORMATION

- 5.1. The web page www.thompsonstravel.co.za is accessible to anyone who has access to the Internet. The Cullinan website hosts the following categories of information. This information does not need to be requested in terms of PAIA.

6. CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF PAIA

- 6.1. This is limited to any information that is already available to the public, including but not limited to any information held by the Companies and Intellectual Property Commission, the Deeds Offices, and on the internet.

7. RECORDS MAINTAINED PER OTHER LEGISLATION [Sec 51(1)(d)]

7.1. Where applicable to our operations, information is also kept and maintained per the following legislation, including but not limited to:

- 7.1.1. Basic Conditions of Employment Act No.75 of 1997
- 7.1.2. Board Based Black Economic Empowerment Act No. 53 of 2003
- 7.1.3. Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- 7.1.4. Collective Investment Schemes Control Act No. 45 of 2002
- 7.1.5. Companies Act No. 71 of 2008
- 7.1.6. Consumer Protection Act No. 68 of 2008
- 7.1.7. Copyright Act No. 98 of 1987
- 7.1.8. Deeds Registries Act No. 47 of 1937
- 7.1.9. Electronic Communications and Transactions Act No. 25 of 2002
- 7.1.10. Employment Equity Act No. 55 of 1998
- 7.1.11. Financial Intelligence Centre Act No. 38 of 2001
- 7.1.12. Financial Markets Act No. 19 of 2012
- 7.1.13. Income Tax Act No. 58 of 1962
- 7.1.14. Labour Relations Act No. 66 of 1995
- 7.1.15. Long Term Insurance Act No. 52 of 1998
- 7.1.16. Medical Schemes Act No. 131 of 1998
- 7.1.17. National Credit Act No. 34 of 2005
- 7.1.18. Occupational Health and Safety Act No. 85 of 1993
- 7.1.19. Patents Act No. 57 of 1987
- 7.1.20. Pension Funds Act No. 24 of 1956
- 7.1.21. Promotion of Access to Information Act No.2 of 2000
- 7.1.22. Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
- 7.1.23. Protected Disclosures Act No. 26 of 2000
- 7.1.24. Protection of Personal Information Act No.4 of 2013
- 7.1.25. Regulation of Interception of Communications and Provisions of Communication Related Information Act No. 70 of 2002
- 7.1.26. Safety at Sports and Recreational Events Act No. 2 of 2010
- 7.1.27. Short Term Insurance Act No. 53 of 1998
- 7.1.28. Skills Development Levies Act No. 9 of 1999
- 7.1.29. South African Revenue Services Act No. 34 of 1997
- 7.1.30. South African Reserve Bank Act No. 90 of 1989

7.1.31. Unemployment Insurance Act No. 63 of 2001

7.1.32. Value Added Tax Act No. 89 of 1991.

8. SUBJECT AND CATEGORIES OF RECORDS HELD BY THOMPSONS TRAVEL (PTY) LTD: SECTION 51(1)(e)

8.1. **Thompsons Travel (Pty) Ltd** maintains the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to who the record relates are set out below. Access to these records may be protected by professional privilege, confidentiality, privacy grounds and/or other reasonable grounds of refusal as set out in this Manual.

Category	Record	Availability	Purpose	Data Subject
Human Resources	Employment applications	PAIA Request	Internal Referencing	Employees
	Employment Contracts	PAIA Request	Contractual Agreement	
	Employee information of (take-on forms)	PAIA Request	Contractual Agreement	
	Employment Equity Reports and Skills Plan	PAIA Request	Statutory Requirement	Organisation
	Medical Aid Records	PAIA Request	Internal Referencing	Employees
	Pension / Provident Fund Records	PAIA Request	Internal Referencing	
	Disciplinary and CCMA Records	PAIA Request	Statutory Requirement	
	Performance Management Records	PAIA Request	Internal Referencing	
	Payroll and Salary Records	PAIA Request	Internal Referencing	
	Employee Benefit Records	PAIA Request	Internal Referencing	
	PAYE Records	PAIA Request	Statutory Requirement	
	SETA Records	PAIA Request	Statutory Requirement	
	Disciplinary Code	PAIA Request	Statutory Requirement	
	Leave Records	PAIA Request	Internal Referencing	
	Training Records	PAIA Request	Internal Referencing	Employees
	Loan and Bursary Agreements	PAIA Request	Internal Referencing	
	Recruitment and other HR policies	PAIA Request	Internal Referencing	
	Annual financial returns	PAIA Request	Statutory Requirement	Organisation

Financial Information	Management Accounts and Reports	PAIA Request	Statutory Requirement	
	Asset register	PAIA Request	Internal Referencing	
	Tax returns	PAIA Request	Statutory Requirement	
	Accounting records and Annual Reports	PAIA Request	Statutory Requirement	
	Bank statements and reconciliations	PAIA Request	Internal Referencing	
	Cheques paid	PAIA Request	Internal Referencing	
	Invoices	PAIA Request	Internal Referencing	
	PAYE records	PAIA Request	Statutory Requirement	
	IRP5 records	PAIA Request	Statutory Requirement	Employees
	UIF contribution records	PAIA Request	Statutory Requirement	
	Records of payments to SARS on behalf of employees	PAIA Request	Statutory Requirement	
Regulatory & Administrative	Permits, Licenses or Authorities	Freely Available	Statutory Requirement	Organisation
	FICA and other legislative policies and plans	PAIA Request	Statutory Requirement	
	Memorandum of Incorporation	Freely Available	Statutory Requirement	
	Meeting minutes	PAIA Request	Statutory Requirement	
	Register of Board of Directors	PAIA Request	Statutory Requirement	
	Share Register	PAIA Request	Statutory Requirement	Shareholders / Organisation
	Internal correspondence (e-mails/memos)	PAIA Request	Internal Communications	Employees
	Insurance Policies	PAIA Request	Risk Management	Organisation
	Policies, Procedures and codes of conduct	PAIA Request	Internal Referencing	
	Records about fixed and movable assets	PAIA Request	Internal Referencing	
	Training records	PAIA Request	Statutory Requirement	Organisation
	Further records required to be kept in terms of the Companies Act 71 of 2008	PAIA Request	Statutory Requirement	Organisation
Record of Processing Activities in terms of POPIA.	PAIA Request	Statutory Requirement	Organisation	

Sales and Marketing	Customer lists	PAIA Request	Legitimate interest	Customer
	Customer agreements	PAIA Request	Statutory Requirement	
	Customer records	PAIA Request	Contractual Agreement	
	Customer instructions	PAIA Request	Statutory Requirement	
	Customer correspondence	PAIA Request	Statutory Requirement	
	Sales / Subscriptions / Transactions concluded by customers.	PAIA Request	Statutory Requirement	
	Statements of account	PAIA Request	Statutory Requirement	
Operations	Archival Admin documentation	PAIA Request	Statutory Requirement	Organisation
	Vehicle registration documents	PAIA Request	Statutory Requirement	
	Rental agreements	PAIA Request	Contractual Agreement	Third-Party
	Contracts and legal agreements	PAIA Request	Contractual Agreement / legitimate interest	
	Joint venture agreements	PAIA Request	Contractual Agreement	
	Non-disclosure agreements	PAIA Request	Risk Management / legitimate interest	
	Letters of Intent	PAIA Request	Contractual Agreement	
	Service Level Agreements	PAIA Request	Contractual Agreement	
Information technology	Hardware	PAIA Request	Risk Management / legitimate interest	Organisation / Suppliers
	Software packages and licenses	PAIA Request	Contractual Agreement	Organisation / Suppliers
	IT policies and operating procedures	PAIA Request	Risk Management / legitimate interest	Organisation
Corporate Travel	Travel agent invoices, foreign exchange orders, vehicle and travel insurance declarations	PAIA Request	Contractual Agreement	Employee / Third Party
	Corporate agreements with airlines, hotels, vehicle rental companies	PAIA Request	Contractual Agreement	
	Cell phone contracts	PAIA Request	Contractual Agreement	

9. ACCESS REQUEST PROCEDURES

9.1. Request for Official Information

- 9.1.1. Requests for **Thompsons Travel (Pty) Ltd** official information should be addressed in writing to the Information Officer of Cullinan at an address in paragraph 3 above.
- 9.1.2. Requests should be made using the prescribed PAIA **Form C** attached hereto, and include the reason why the information is sought. The form is also available from the website of the Human Rights Commission, or the website of the Department of Justice and Constitutional Development at www.doj.gov.za.
- 9.1.3. If a request is refused, the applicant will be told the reason for the refusal.
- 9.1.4. A request must be answered within thirty (30) days after the request has been received.
- 9.1.5. A requestor may ask that the request be treated as urgent, but reasons should be provided for seeking urgency.
- 9.1.6. The time limit for answering requests can be extended in some cases, but the applicant will be advised of the refusal and the reasons for it. For example, an extension may be required where:
 - 9.1.6.1. the request is for a large number of records;
 - 9.1.6.2. the search for the records is to be conducted at premises not situated in the same town or city as the head office of **Thompsons Travel (Pty) Ltd**;
 - 9.1.6.3. consultation among divisions or departments, as the case may be, of **Thompsons Travel (Pty) Ltd** is required;
 - 9.1.6.4. the parties agree in any manner to such an extension.
 - 9.1.6.5. Most requests will be answered without a charge but should **Thompsons Travel (Pty) Ltd** incur any costs in retrieving the information or have to make photocopies, a nominal fee will be charged which fee will be determined by the Board.
 - 9.1.6.6. **Thompsons Travel (Pty) Ltd** will endeavour to provide the information in the form requested, unless to do so will impair efficient administration, be contrary to a legal duty or prejudice the interests that are protected by withholding for example:
 - 9.1.6.7. reasonable opportunity to inspect the document;

- 9.1.6.8. provide a copy of the document;
 - 9.1.6.9. making arrangements for the person to hear or view any relevant sounds or images;
 - 9.1.6.10. transcript, excerpt, summary or oral information concerning words recorded or in a document; or
 - 9.1.6.11. provide with deletions or alterations as are necessary to protect the interests protected by withholding grounds.
- 9.1.7. If the head of **Thompsons Travel (Pty) Ltd** or the Information Officer fails to respond within thirty days after a request has been received, the request is deemed to be refused in terms of section 58 read together with section 56(1) of PAIA.
- 9.1.8. The requester may lodge an appeal with a court of competent jurisdiction against any extension or any procedure set out in this section.

10. **PRESCRIBED FEES: SECTION 51(1)(f)**

- 10.1. The requestor must pay the non-refundable, prescribed request fee of R50.00 (Fifty Rand) to be submitted together with the completed Form C to **Thompsons Travel (Pty) Ltd**. Should the request for access to information be approved, further fees will be payable per the provisions of PAIA and these fees will be made known to the requester by the Information Officer. An itemised fee structure can be obtained on the SAHRC website, <https://www.sahrc.org.za>, and a copy thereof is attached hereto.
- 10.2. Access to information, if approved, will only be provided once all the prescribed fees have been paid.
- 10.3. In terms of POPIA, a data subject has the right to request **Thompsons Travel (Pty) Ltd** to confirm, free of charge, whether or not it holds personal information about the data subject.

11. **REASONS FOR REFUSAL**

- 11.1. **Thompsons Travel (Pty) Ltd** may neither confirm nor deny the existence or non-existence of the information requested to protect an interest identified as a conclusive reason to withhold information or to protect trade secrets or the

commercial position of the person who supplied the information or is the subject of the information.

11.2. Cullinan may also refuse to provide information if:

- 11.2.1. the making available of the information would be contrary to the provisions of specific legislation;
- 11.2.2. the information requested is or will soon be publicly available;
- 11.2.3. the document alleged to contain the information requested does not exist or cannot be found;
- 11.2.4. the information requested is not held and the person dealing with the request has no grounds for believing that the information is either held or more closely connected with the functions of **Thompsons Travel (Pty) Ltd**;
- 11.2.5. the request is frivolous or vexatious or that the information requested is trivial;
- 11.2.6. the information contains protected copyright;
- 11.2.7. disclosure of the information would involve the unreasonable disclosure of personal information or special personal information in terms of POPIA (privacy); and/or
- 11.2.8. the information is confidential or protected by privilege.

12. GOOD REASONS FOR WITHHOLDING INFORMATION

12.1. Information may be withheld where:

- 12.1.1. the giving might prejudice the security and shareholder or customer relations of **Thompsons Travel (Pty) Ltd**;
- 12.1.2. the giving of the information might endanger an employee or shareholder or customer's safety;
- 12.1.3. to protect the privacy of natural persons who may be third parties, employees or shareholders or customers;
- 12.1.4. to protect trade secrets or the commercial position of **Thompsons Travel (Pty) Ltd** or the person who supplied or who is the subject of the information;
- 12.1.5. to protect the confidential information which, if released, would prejudice the supply of such similar information or damage the public interest;

- 12.1.6. to protect the substantial economic interests of **Thompsons Travel (Pty) Ltd**; or
- 12.1.7. where information is protected by legal or litigation privilege.

NOTE: *It is important to note that access is not automatic. An application for access to information can be refused at the reasonable discretion of the Information Officer, including but not limited to the reasons in this Manual and if the application does not comply with the procedural requirements. If it is reasonably suspected that the requester has obtained access to the records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.*

13. INFORMATION OR RECORDS NOT FOUND

- 13.1. If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of **Thompsons Travel (Pty) Ltd** or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record. This notice shall be considered as a deemed refusal for purposes of PAIA.
- 13.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine its existence.
- 13.3. If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused.

14. INFORMATION REQUESTED ABOUT A THIRD PARTY

- 14.1. Section 71 of PAIA makes provision for a request for information or records about a third party.
- 14.2. When considering such requests, **Thompsons Travel (Pty) Ltd** will adhere to the provisions of sections 71 to 74 of PAIA.
- 14.3. In certain circumstances, **Thompsons Travel (Pty) Ltd** may be obliged in terms of PAIA to advise third parties of such requests lodged, and the relevant third party(ies) may be entitled to dispute the decision by the Information Officer by referring the matter to a competent court of law.

15. **RECORD OF PROCESSING ACTIVITIES**

15.1. Following POPIA, we maintain a detailed record of our processing activities as part of our internal data register.

16. **CATEGORIES OF DATA SUBJECTS**

16.1. **Thompsons Travel (Pty) Ltd** holds information and records on the following categories of data subjects:

- Employees of Cullinan;
- Family members of employees, including children where permitted;
- Clients (including potential and previous clients) of **Thompsons Travel (Pty) Ltd**;
- Suppliers and service providers of **Thompsons Travel (Pty) Ltd**;
- Shareholders and directors of **Thompsons Travel (Pty) Ltd**;
- Visitors.

16.2. In terms of POPIA, Personal Information must be processed for a specified purpose. The purpose for which Personal Information is processed by **Thompsons Travel (Pty) Ltd** will depend on the nature of the Personal Information and the particular data subject. **Thompsons Travel (Pty) Ltd** maintains separate privacy notices that incorporate the purposes for processing. These notices are made available on Cullinan's website or directly to the data subject. However, our typical purposes are summarised below and are non-exhaustive.

Purpose of processing

16.2.1. **Employee's Personal Information**

Thompsons Travel (Pty) Ltd processes its employees' (including prospective, existing and previous) Personal Information for business administration purposes. For example, training, payroll and leave management. Employee Personal Information is also processed to the extent required by legislation. For example, **Thompsons Travel (Pty) Ltd** discloses its employees' financial information to the Commissioner for the South African Revenue Service, in terms of the Income Tax Act 58 of 1962 and certain special personal information in terms of the Employment Equity Act 55 of 1998.

16.2.2. **Clients' Personal Information**

Thompsons Travel (Pty) Ltd processes client (including potential and previous clients) related records as an integral part of its commercial services. For example, **Thompsons Travel (Pty) Ltd** processes client-related records during the client application process, and for **Thompsons Travel (Pty) Ltd** to perform its obligations in terms of its relevant client service level agreement. **Thompsons Travel (Pty) Ltd** may also process Personal Information provided to it by credit bureaus or industry regulatory bodies where permitted by law.

16.2.3. Suppliers' and service providers' Personal Information

Thompsons Travel (Pty) Ltd processes supplier and service provider related Personal Information to perform its obligations in terms of its relevant service level agreements, including to make payment, and to comply with its legal obligations in terms of the Financial Intelligence Centre Act 38 of 2001 and Companies Act 71 of 2008, among others.

17. RECIPIENTS TO WHOM PERSONAL INFORMATION MAY BE SUPPLIED

17.1. **Thompsons Travel (Pty) Ltd** may share the Personal Information of its data subjects, where legally justified to do so, for any of the purposes outlined in its privacy notices, with the following parties (among others):

- 17.1.1. Other companies forming part of the **Thompsons Travel (Pty) Ltd** group listed in paragraph 1.1 of this Manual.
- 17.1.2. **Thompsons Travel (Pty) Ltd** service providers, operators (suppliers and third parties) that perform services on its behalf.
- 17.1.3. **Thompsons Travel (Pty) Ltd** does not share Personal Information with any third parties, except if:
 - it is obliged to provide such information for legal or regulatory purposes;
 - it is required to do so for purposes of existing or future legal proceedings;
 - it is selling one or more of its businesses or part of its businesses to a third party to whom it may transfer its rights under any agreement it may have with data subjects;
 - it is involved in the prevention of fraud, loss, bribery or corruption;

- the third party performs services and processes Personal Information on **Thompsons Travel (Pty) Ltd** behalf as its operator;
- this is required to provide or manage any information, products and/or services to data subjects;
- or this is needed to help **Thompsons Travel (Pty) Ltd** improve the quality of its products and services.

17.2. **Thompsons Travel (Pty) Ltd** will send its data subjects appropriate notifications or communications of its processing if it is obliged to do so by law, or in terms of its contractual relationship with such data subjects.

17.3. **Thompsons Travel (Pty) Ltd** will only disclose Personal Information to government authorities if it is required to do so by law.

17.4. **Thompsons Travel (Pty) Ltd** employees and suppliers are required to adhere to legislation relating to privacy and confidentiality principles, and to complete privacy training.

18. **CROSS-BORDER FLOW OF INFORMATION**

18.1. **Thompsons Travel (Pty) Ltd** will only transfer Personal Information outside of South Africa if the relevant transactions or situation requires cross-border processing. It will only do so in accordance with South African legislative requirements, or if the data subject consents to the transfer of their Personal Information to third parties in foreign countries.

18.2. **Thompsons Travel (Pty) Ltd** will also take steps to ensure that operators (suppliers and third parties) in foreign countries are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection of Personal Information in terms of POPIA, unless otherwise permitted by Section 72(1) of POPIA.

19. **OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION**

19.1. You may, at any time object to the Processing of your Personal Information in the prescribed form attached as Annexure 3 to this Manual. However, **Thompsons Travel (Pty) Ltd** may be lawfully entitled to continue processing your personal information in the limited circumstances permitted by POPIA, including where such processing is required by law, protects a legitimate interest or is required to perform our obligations in terms of a contract with you.

20. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

20.1. Subject to the exceptions already stated in 19.1 above, you may request for your Personal Information to be corrected/deleted in the prescribed form attached to this Manual as Annexure 4.

21. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

21.1. **Thompsons Travel (Pty) Ltd** uses technical and organisational measures detailed in its data protection policies to ensure the confidentiality, integrity and protection of the Personal Information under its control.

21.2. These measures include, among others:

- 21.2.1. physical access control;
- 21.2.2. firewalls;
- 21.2.3. secure networks;
- 21.2.4. virus protection software and update protocols;
- 21.2.5. backup protocols;
- 21.2.6. organisational measures and training; and
- 21.2.7. any outsourced service providers who process personal information on behalf of **Thompsons Travel (Pty) Ltd** are contracted to implement appropriate security controls.

22. DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY CULLINAN

22.1. If **Thompsons Travel (Pty) Ltd** refuses a request for information in terms of PAIA, the requester may, within 60 days, in the prescribed form and against payment of the prescribed appeal fee, lodge an internal appeal against the decision of the Information Officer in accordance with the provisions of section 75 of PAIA.

23. AVAILABILITY OF THIS MANUAL

23.1. This Manual is available for inspection at the offices of **Thompsons Travel (Pty) Ltd** at no cost. A copy of this Manual may be made available on **Thompsons Travel (Pty) Ltd** website.

Name of Executive Head (initialled each page)	
Signature	
Date	
Name of Information Officer (initialled each page)	Irshaad Ismail
Signature	
Date	



REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

A. Particulars of private body

Name of Body: Thompsons Travel (Pty) Ltd.
Head of Body:
Information Officer: Irshaad Ismail
Postal Address: The Travel House, 6 Hood Avenue, Rosebank, 2196
Physical Address: PO Box 41032, Craighall, 2024, Johannesburg
Telephone No.: +27 (0)11 770 7500
Email Address: Irshaad.ismail@thompsons.co.za

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:
Identity number: [grid]
Postal address:
Telephone number: Fax number: ()
E-mail address:
Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:
Identity number: [grid]

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....
.....
.....
.....

2. Reference number, if available:

.....
.....
.....

3. Any further particulars of record:

.....
.....
.....
.....

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....
.....
.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

.....

PART III
FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as

Annexure 2

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	

- | | | | |
|-----|------|--|-------|
| | (i) | stiffy disc | 7,50 |
| | (ii) | compact disc | 70,00 |
| (d) | (i) | For a transcription of visual images,
for an A4-size page or part thereof | 40,00 |
| | (ii) | For a copy of visual images | 60,00 |
| (e) | (i) | For a transcription of an audio record,
for an A4-size page or part thereof | 20,00 |
| | (ii) | For a copy of an audio record | 30,00 |
| (f) | | To search for and prepare the record for disclosure, R30,00 for each hour
or part of an hour reasonably required for such search and preparation. | |
| (2) | | For purposes of section 54(2) of the Act, the following applies: | |
| | (a) | Six hours as the hours to be exceeded before a deposit is payable;
and | |
| | (b) | one third of the access fee is payable as a deposit by the
requester. | |
| (3) | | The actual postage is payable when a copy of a record must be posted
to a requester. | |

FORM 1
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
 [Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Annexure 4 <input type="checkbox"/> E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....
Signature of data subject/ designated person