

PAIA MANUAL FOR
{NAME OF COMPANY] Glenwood Travel
REGISTRATION NUMBER _____1982/00348/07_____
prepared in terms of
THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 of 2000

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1. Introduction and Scope

The Promotion of Access to Information Act (“PAIA”) gives effect to the Constitutional right of individuals to access to information held by a public or private body, if the information is required for the exercise or the protection of any rights.

Where a request for information is made, there is an obligation to provide the information, except where PAIA expressly provides that the information does not need to be provided.

This PAIA manual (“Manual”) sets out the records held by {NAME OF COMPANY} and the process that needs to be adopted to access such records.

All requests for access to information (other than information that is available to the public) must be addressed to the Information Officer named in section 2 of this Manual.

{NAME OF COMPANY} is a travel management company and provides travel services to individuals and corporates. Travel services include flights, accommodation, car hire and related services.

2. Section 51 (1) (a): Contact Details:

Business Name: Glenwood Travel

Registration Number: 1982/00348/07

Postal Address: PO Box 369058 Menlo Park 0102

Physical Address: Shop 69 Menlyn Maine central Square cnr Dallas and Aramist avenue

Information Officer: Jolien Van Der Walt

Position: Managing Director

Phone Number: 082 535 7019

Fax Number: N/A

Email Address: Jolien@glenwoodtravel.co.za

Website Address: www.Glenwoodtravel.co.za

3. Section 51 (1) (b): Section 10 Guide to the Act

A guide to PAIA has been published by the South African Human Rights Commission (“SAHRC”) in terms of section 10 of PAIA. This guide contains guidance to assist anyone who may wish to exercise his/her rights in terms of PAIA.

The Guide is available from the SAHRC.

The contact details of SAHRC are:

PAIA UNIT

Postal Address: Private Bag 2700, Houghton, 2041

Telephone: (011) 877 3600

Facsimile: (011) 403 0625

Website: <http://www.sahrc.org.za>

Email: PAIA@sahrc.org.za

4. Section 51(1)(c): Latest notices in terms of section 52(2) of PAIA

At the time of compilation of this Manual no notice has been published regarding the categories of record which are available without a person having to request access in terms of PAIA.

5. Section 51 (1) (d): Description of the records which are available in terms of other legislation

Company's founding documents
Personnel records/Human Resources
Operations
Marketing
Finances
Information technology
Statutory records
Client/customer information
Supplier Information
Service Provider Information

Applicable legislation in terms of which records may be held:

Basic conditions of Employment Act, 1997
Broad-Based black Economic Empowerment Act, 2003
Companies Act, 2008
Compensation for occupational Injuries and Diseases Act, 1993
Consumer Protection Act, 2008
Copyright Act, 1978
Credit Agreement Act, 1980
Electronic Communications and Transactions Act, 2002
Employment Equity Act, 1998
Financial Intelligence Centre Act, 2001
Income Tax Act, 1962
Intellectual Property Laws Amendment Act, 1997
Labour Relations Act, 1995
Occupational Health and Safety Act, 1996
National Credit Act, 2005
Pension Funds Act, 1956
Promotion of Access to Information Act, 2000
Protection of Personal Information Act, 2013
Short Term Insurance Act, 1998
Skills Development Act, 1998
Skills Development Levies Act, 1999
Trademark Act, 1993
Unemployment Insurance Act, 2001
Unemployment Insurance contributions Act, 2002
Value Added Tax Act, 1991

6. Section 51 (1)(e): Description of subjects and categories of records held by the Company

Company's Founding and secretarial documents

- Articles of Association/Memorandum of Incorporation
- Share certificates
- Shareholders' agreement
- Directorships
- Minutes of shareholders' meetings
- Company resolutions

Personnel / Human Resources

- Attendance registers
- Employee Records
- Employment Contracts
- Employee sales performance
- Employee conduct/disciplinary procedures
- Health and Safety Regulations
- Personnel Guidelines, Policies and Procedures
- Remuneration Records and Policies
- Statutory Records
- Training Records
- Pension Fund/ Provident Fund Records

Operations

- Client/customer database
- Client/customer forms, enquiries, booking information
- Contracts with clients/customers
- Contracts with service providers
- Licenses
- Membership/association agreement
- Other company shareholder agreements
- Marketing campaign material
- Service Level Agreements
- BEE certificates

Finances

- Accounting records
- Invoices, receipts, statements, credit and debit notes
- Management accounts
- Annual Financial Statements
- Banking Records
- Credit card information
- Credit facilities and letters of credit
- Insurance policies and claims
- Loan Agreements
- Suretyships
- Auditor's details
- Tax Records (Company and employees)
- Tax Returns
- VAT Returns

Information Technology

- IT Policies and Procedures
- IT contracts
- Register of hardware and software
- IT licenses and warranties

Immovable Property

- Title deeds
- Mortgage bond over any land owned by the company
- Asset Register
- Lease

Miscellaneous

- Internal correspondence
- External correspondence

7. Section 51(1)(e): Form of request

A person who wishes to request information (“Requester”) must comply with all the procedures set out in PAIA. The Requester must complete the prescribed access request form.

Here is a link to the prescribed access request form:

https://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf

A copy is also attached.

Fees are payable by a Requester to access information. Here is a link to the applicable fees:

<https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>

A copy of the fees schedule is also attached.

7.1. Completion of Access Request Form

The access request form must be submitted to the Information Officer at the postal or physical address, fax number or electronic mail as is stated in this Manual.

The request fee must also be paid.

The access request form must be completed with enough detail to enable the Information Officer to determine:

- The record(s) requested;
- The identity of the Requester;
- What form of access is required; and
- The postal address or fax number of the Requester

The Requester must state that the records are required for the Requester to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected and why the records requested are required to exercise or protect that right.

7.2. Procedure

The request for access will be dealt with within 30 days from date of receipt, unless the Requestor has set out special grounds that satisfy the Information Officer that the request be dealt with sooner.

The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably obtained within 30 days. The Information Officer will notify the Requester in writing should an extension be necessary.

The Requester will be informed in writing whether access to the records has been granted or denied.

It is important to note that the successful completion and submission of an access request form does not automatically allow the Requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as set out in Part 3 Chapter 4 of PAIA.

Examples of grounds where a company can refuse a request for access include: protection of trade secrets, protection of confidential information, protection of third party rights or confidentiality, privilege in legal proceeding, copyright and other intellectual property laws, requests that are clearly frivolous.

Should a request for information be refused, the decision made by the Information Officer is final, but the Requester has a right to apply to court for appropriate relief.

8. Availability of PAIA Manual

A copy of this Manual can also be found on the company's website.

Information Officer:

Name Jolien Van der Walt

Signature  _____

Signed at Pretoria on this 29 day of June 2021

For and on behalf of

Company name Glenwood Travel