

PAIA Manual

prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, as amended (“PAIA”)

Contents

1.	Introduction	2
2.	Purpose of PAIA Manual	2
3.	Key Contact Details for Access to Information of Salt and Savannah.....	2
4.	How to use PAIA and How to Gain Access to the Guide	3
5.	Categories of Records Available Without Having to Request Access	4
6.	Records Which are Available in Accordance with Any Another Legislation	4
7.	Subjects and Categories of Subjects of Records Held.....	4
8.	Processing of Personal Information.....	5
9.	Availability of Manual	6

1. Introduction

- 1.1 Salt and Savannah (Pty) Ltd is a private company, practising as a travel and booking firm in South Africa.
- 1.2 PAIA gives effect to Section 32 of the Constitution, which provides that everyone has the right to access information held by another person (private body) when such privately – held information is required for the protection of rights.
- 1.3 This manual may be amended from time to time, and any new versions of the manual will be made public.

2. Purpose of PAIA Manual

- 2.1 This manual is to assist potential requesters as to the procedure to be followed when requesting access to information from Salt and Savannah in terms of PAIA.
- 2.2 This PAIA Manual is useful for the public to:
 - 2.2.1 check the categories of records held by Salt and Savannah which are available without a person having to submit a formal PAIA request;
 - 2.2.2 have a sufficient understanding of how to make a request for access to a record of Salt and Savannah, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
 - 2.2.3 know the description of the records of Salt and Savannah which are available in accordance with any other legislation;
 - 2.2.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
 - 2.2.5 know the description of the guide on how to use PAIA, as updated by the South African Human Rights Commission and how to obtain access to it;
 - 2.2.6 know if Salt and Savannah 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;
 - 2.2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 2.2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
 - 2.2.9 know if Salt and Savannah 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
 - 2.2.10 know whether Salt and Savannah 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 Salt and Savannah

3.1 Chief and Deputy Information Officers

	Chief Information Officer	Deputy Information Officer
Name	Tatijana Szewczuk	N/A
Tel	064 526 0154	N/A
Email	tatijana@saltandsavannah.com	N/A

3.2 General Contacts

Firm Name	Salt and Savannah (Pty) Ltd
Email	admin@saltandsavannah.com
Directors	Tatijana Szewczuk

Physical Address (and Postal)	34 Stone Haven st, Paulshof, Sandton, 2056
Contact Number	064 526 0154
Website	www.saltandsavannah.com

4. How to use PAIA and How to Gain Access to the Guide

- 4.1 The South African Human Rights Commission has, in terms of Section 10 of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (the “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 as well as the Protection of Personal Information Act 4 of 2013 (“POPIA”).
- 4.2 The Guide is available in each of the official languages from the Human Rights Commission at the following offices or on their website: <https://www.sahrc.org.za/index.php/understanding-paia>.

South African Human Rights Commission

Physical Address	29 Princess of Wales Terrace Corner York and St Andrews Street Parktown Johannesburg
Poston Address	Private Bag 2700, Houghton, Johannesburg
Tel	011 484 8300
Email	paia@sahrc.org.za
Website	www.sahrc.org.za

- 4.3 The Guide is also available on the website of the Regulator: <https://www.justice.gov.za/inforeg/>.
- 4.4 The Guide contains the description of:
- 4.4.1 the objects of PAIA and POPIA;
 - 4.4.2 the postal and street address, telephone and, if available, electronic mail address of:
 - 4.4.2.1 the Information Officer of every public body; and
 - 4.4.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.4.3 the manner and form of a request for:
 - 4.4.3.1 access to a record of a public body contemplated in section 11; and
 - 4.4.3.2 access to a record of a private body contemplated in section 50;
 - 4.4.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 4.4.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.4.6 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:
 - 4.4.6.1 an internal appeal;
 - 4.4.6.2 a complaint to the Regulator; and
 - 4.4.6.3 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;
 - 4.4.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.4.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.4.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.4.10 the regulations made in terms of section 92.

- 4.5. Members of the public can inspect or make copies of the Guide from the offices of Salt and Savannah, including the office of the Regulator, during normal working hours.

5. Categories of Records Available Without Having to Request Access

Category of records	Types of the Record	Available on Website	Available on request
Contact Details	Electronic – Website	X	X
Services Provided	Electronic – Website	X	X

6. Records Which are Available in Accordance with Any Another Legislation

- 6.1 Salt and Savannah, where applicable, holds information in terms of the following legislation:

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment	Basic Condition of Employment Act 75 of 1977
Employment	Compensation for Occupation Injuries and Diseases Act 130 of 1993
Employment	Employment Equality Act 55 of 1998
Finance	Income Tax Act 68 of 1962
Employment	Labour Relations Act 66 of 1978
Employment	Occupational Health and Safety Act 85 of 1993
Employment	Skills Development Act 97 of 1988
Employment	Skills Development Levies Act 9 of 1999
Employment	Unemployment Contribution Act 4 of 2002
Communication	Electronic Communications and Transactions Act 25 of 2002
Employment	Unemployment Insurance Act 30 of 1966
Finance	Value Added Tax Act 89 of 1991
Professional Services	Legal Practice Act 28 of 2014
Professional Services	National Credit Act 34 of 2005
Professional Services	Consumer Protection Act 68 of 2008
Professional Services	Financial Intelligence Centre Act 38 of 2001
Professional Services	Prescription Act 68 of 1969

7. Subjects and Categories of Subjects of Records Held

- 7.1 Salt and Savannah, where applicable, holds information in terms of the following records:

Subjects on which the body holds records	Categories of records
General Records	- Financial and accounting records - Insurance and professional indemnity records - Law society and Fidelity Fund records - Banking records, statements and invoices - Client agreements - Commercial agreements - Internal and external correspondence
Human Resources	- HR policies and procedures - Employment advertisements - Employees records
Employment Records	- Employment contracts

Subjects on which the body holds records	Categories of records
	- Salary and wage records - Disciplinary records - Leave records - Banking details - PAYE and UIF records - Employee income tax payment records - Employee income tax document
Client Records	- Client FICA documents - Client provided records - Records provided by third parties - Firm generated records - Client files - Client mandates and fee agreements

Kindly take note that the above information will be made available only subject to the provisions of PAIA and may be refused under attorney and client privilege.

8. Processing of Personal Information

8.1 Purpose of Processing Personal Information

Salt and Savannah processes personal information in order to carry out its lawful instruction of its clients.

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
Customers / Clients	name, address, registration numbers or identity numbers, VAT numbers, address and banking details
Service Providers	names, registration number, vat numbers, address and banking details
Employees	address, qualifications, banking details, gender and race

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 and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Identity number, names, employment status and addresses	Legal and other adjudicative forums in carrying out legal proceedings
Identity number, names, employment status and addresses	Master and Deeds Registries

8.4 Planned transborder flows of personal information

8.4.1 Salt and Savannah has no planned transborder flows of personal information, unless otherwise under the lawful instruction of a client in carrying out its mandate.

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

8.5.1 Salt and Savannah safeguards personal information on internal servers, which are backup in soft form, and are protected by anti-virus and anti-malware software.

9. Availability of Manual

9.1 A copy of the Manual is available-

9.1.1 on www.saltandsavannah.com

9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.3 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 per each A4-size photocopy/print made.