

BUSH TALES TOURS AND SAFARIS (PTY) LIMITED

Trading as Bush Tales Tours

(Registration No: 2024/256835/07)

(“Bush Tales Tours”)

PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (“PAIA”)

DATE OF COMPILATION: 15/06/2024

1. LIST OF ACRONYMS AND ABBREVIATIONS

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

2. INTRODUCTION

- 2.1 **Bush Tales Tours and Safaris (Proprietary) Limited** (Registration No: 2024/256835/07) is a limited liability company incorporated in accordance with the applicable laws of South Africa, trading under the name of **Bush Tales Tours** and constitutes a “*private body*” under PAIA.
- 2.2 Bush Tales Tours is a tour and safari company that specialises in tours through South Africa, the details of which are available on the Bush Tales Tours website at www.bush-tales.com
- 2.3 PAIA requires the Information Officer of a private body to compile a PAIA Manual that contains information of the records it holds.

3. PURPOSE OF PAIA MANUAL

3.1 This PAIA Manual is useful for the public to:

- 3.1.1 check the categories of records held by Bush Tales Tours and which are available without a person having to submit a formal PAIA request;
- 3.1.2 have a sufficient understanding of how to make a request for access to a record(s) held by Bush Tales Tours by providing a description of: (i) the client on which Bush Tales Tours holds records and (ii) the categories of records held on each subject;
- 3.1.3 know what type of records are held by Bush Tales Tours which are available in accordance with any other legislation;
- 3.1.4 access all the relevant contact details of the Information Officer and Deputy Information Officer (if applicable) who will assist the public with the records they intend to access;
- 3.1.5 be aware of the PAIA Guide as formulated and updated by the Information Regulator (from time to time) and how to obtain access to it;
- 3.1.6 know if Bush Tales Tours processes any Personal Information (as defined in POPIA) of data subjects;
- 3.1.7 know the ***purpose*** of processing of such Personal Information and the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.1.8 know the recipients or categories of recipients to whom the Personal Information may be supplied;
- 3.1.9 know if Bush Tales Tours has planned to transfer or process Personal Information outside the Republic of South Africa (i.e. transborder flow of Personal Information); and
- 3.1.10 know whether Bush Tales Tours has appropriate security measures in place, to ensure the confidentiality, integrity and availability of the Personal Information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF BUSH TALES TOURS

4.1. Information Officer:

Name: David Wallace
Cell: 076 824 2169
Email: david@bush-ales.com

4.2 **Access to information (general contact):**

Email: david@bush-ales.com

4.3 **Head Office:**

Physical Address: Portion 58 Farm Boven Lange Valley

No. 189 3 Rondevlei Road

Wilderness, Western Cape 6560

Telephone: 076 824 2169

Email: david@bush-ales.com

Website: www.bush-ales.com

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS THERETO

5.1. A Guide (the “**PAIA Guide**”) on how to use the PAIA Act has been compiled in all of the official languages in RSA and updated by the Information Regulator in terms of section 10(1) of PAIA. The PAIA Guide contains information as may be reasonably required by a person wishing to exercise any of his/her rights contemplated by PAIA and POPIA.

5.2. The PAIA Guide contains a description of:

5.2.1. the objects of PAIA;

5.2.2. the objects of POPIA;

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

5.2.3.1. the Information Officer of every private and public body, and

- 5.2.3.2. every Deputy Information Officer (if applicable) of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 5.2.4. the manner and form of a request for-
 - 5.2.4.1. access to a record of a public body contemplated in section 11³ of PAIA; and
 - 5.2.4.2. access to a record of a private body contemplated in section 50⁴ of PAIA;
- 5.2.5. the assistance available from the Information Officer of a private and public body in terms of PAIA and POPIA;
- 5.2.6. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.2.7. 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-
 - 5.2.7.1. an internal appeal;
 - 5.2.7.2. a complaint to the Regulator; and
 - 5.2.7.3. an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a

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 requestors 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 Act.*

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 Act.*

decision by the Regulator or a decision of the head of a private body;

5.2.8. 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;

5.2.9. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.2.10. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

5.2.11. the regulations made in terms of section 92¹¹.

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

5.4. The PAIA Guide may also be obtained-

5.4.1. upon request to the Information Officer; and/or

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;
(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.”

5.4.2. from the website of the Regulator at https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

6. RECORDS HELD BY BUSH TALES TOURS THAT ARE AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(2) OF PAIA

6.1 Bush Tales Tours makes certain information automatically available to the public without a person having to request access thereto.

Type of Record	How to access
Memorandum of Incorporation	BizPortal
Directors' names	BizPortal
Documents of incorporation	BizPortal
Privacy Policy	Visit the website
Banking Details	Request PDF Bank verification document by email
External newsletters and circulars	Request by email/ subscribe to Bush Tales Tours and/or follow Bush Tales Tours on social medial platforms
Brochures and promotional literature giving information on Tours	Subscribe to Bush Tales Tours and/or follow Bush Tales Tours on social media platforms or visit website.
Company Information	Visit the Bush Tales Tours website

7. RECORDS HELD BY BUSH TALES TOURS THAT ARE NOT AUTOMATICALLY AVAILABLE

7.1 The following records are held by Bush Tales Tours in electronic or physical format that are not automatically available.

Category of Records	Types of records
Business Records	<ul style="list-style-type: none"> • Annual Reports • Business Strategy Plan • Annual Performance Plan • Commercial Agreements

Category of Records	Types of records
Client Records	<ul style="list-style-type: none"> • Confidential Client Information • Confidential Client History • Confidential Client Correspondence
Human Resource Records	<ul style="list-style-type: none"> • Employee Records • HR policies and procedures • Employment Contracts • Pension Fund Documents
Financial Records	<ul style="list-style-type: none"> • Annual Financial Statements • Management Accounts • Bank Statements • Balance Sheets • Financial Reports • Accounting Records
Marketing Records	<ul style="list-style-type: none"> • Marketing & Social Media Material
Statutory Records	<ul style="list-style-type: none"> • Memorandum of Incorporation • Company Documents • Board Resolutions • Minutes of Meetings • Share Register
Supplier Information	<ul style="list-style-type: none"> • Contracts with suppliers third parties/contractors
Insurance Records	<ul style="list-style-type: none"> • Insurance Policies

Category of Records	Types of records
Intellectual Property	<ul style="list-style-type: none"> • Trademark Registration Certificates • Content on website and social media platforms protected by Copyright.
Tax Records	<ul style="list-style-type: none"> • PAYE Tax Records • Tax Returns • Documents issued to employees for income tax purposes • Records of payments made to SARS on behalf of employees • Income Tax Number • VAT Number • UIF • Workmen's Compensation • Skills Development Levies

8. RECORDS AVAILABLE IN TERMS OF LEGISLATION : Section 51 (1)(d)

8.1 Bush Tales Tours holds records that it is required to hold by law.

8.2 The following legislation creates the obligation to keep certain records:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Disease Act No. 130 of 1993
- Consumer Protection Act No. 68 of 2008
- Copyright Act No. 98 of 1978
- Electronic Communication and Transaction Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962

- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1955
- National Credit Act No. 34 of 2005
- Occupational Health and Safety Act & Regulations No. 85 of 1993
- Skills Development Levies Act No. 97 of 1998
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991
- Medical Schemes Act No.131 of 1989
- Short Term Insurance Act No.53 of 1998

Such records will be made available only to those individuals/entities authorised to request access to such records in terms of the applicable legislation. Any other persons must follow the Request for Access of Records Procedure as set out in clause 9 below.

9. HOW TO REQUEST ACCESS TO RECORDS HELD BY BUSH TALES TOURS SECTION 51(e)

9.1 Bush Tales Tours has appointed an Information Officer to deal with all matters relating to PAIA, in order to comply with its obligations thereunder. To request access to a record, please complete **Form C** (attached hereto).

9.2 Please submit the completed form (together with the applicable Request Fee and Access Fee as explained in clause 11 below) to our Information Officer's email address and general contact email address or at our physical address (details of which are set out in clause 4 above).

9.3 Please ensure that the completed form contains the following:

9.3.1 sufficient information for the Information Officer to identify: (i) you; (ii) the requested records and (iii) the form of access you require;

9.3.2 your email address and postal address;

- 9.3.3 a description of the right(s) that you seek to exercise or protect;
 - 9.3.4 an explanation as to why you require the requested record(s) to exercise or protect such right(s);
 - 9.3.5 a description of the manner you would like to be informed of our decision other than in writing; and
 - 9.3.6 proof of the capacity in which you are making the request if you are making it on behalf of someone else (i.e. Bush Tales Tours shall decide whether this proof is satisfactory).
- 9.4 If you do not use the standard form Bush Tales Tours may:
- 9.4.1 reject the request, due to lack of procedural compliance;
 - 9.4.2 refuse your request if you do not provide sufficient information; or
 - 9.4.3 delay it, until all the requirements to access information are fulfilled.

10. FORM OF ACCESS

- 10.1 Bush Tales Tours shall evaluate and consider all requests for information received. If Bush Tales Tours approves a request, it shall further decide *how* to provide access to you, unless you have asked for access in a specific form.
- 10.2 **NOTE** : Publication of this PAIA Manual does **not** give rise to any rights to access any information and records of Bush Tales Tours except as contemplated in terms of the PAIA.

11. PRESCRIBED FEES

11.1 Request Fee

- 11.1.1 When submitting a request for information, the requestor is required to pay Bush Tales Tours a Request Fee as the law prescribes.
- 11.1.2 A requestor shall pay the prescribed fee before Bush Tales Tours provides access to the information requested.
- 11.1.3 A requestor shall receive a notice from the Information Officer upon receiving a request, setting out the application procedure.

11.2 **Access Fee**

11.2.1 If Bush Tales Tours grants a request for access to information, the requestor shall also pay Bush Tales Tours an Access Fee (as prescribed by law) that includes a fee for the time it takes Bush Tales Tours to handle a specific request(s) and/or if the time has exceeded the prescribed hours, the time spent to search and prepare the record(s) for disclosure. The Information Officer shall notify the requestor if he/she needs to pay a deposit in respect of the Access fee. The deposit may be up to 1/3rd (one third) of the prescribed Access Fee.

11.2.2 The Access Fee shall provide for:

- the costs of making the record, or transcribing the record;
- a postal fee (if applicable); and
- the reasonable time the authorised employees of Bush Tales Tours require to search for the record(s) requested and prepare such record(s) for the requestor.

11.2.3 If the requestor paid the deposit and Bush Tales Tours refused a request, Bush Tales Tours shall refund such deposit amount. Until the requestor has paid all the applicable fees, Bush Tales Tours is entitled to withhold the records requested.

12 **GROUND TO REFUSE ACCESS**

12.1 Bush Tales Tours may refuse access to certain records in terms of PAIA to *inter alia* protect:

- a client/director/employee/third party's privacy;
- a client/director/employee/third party's confidential information;
- the safety of client's, individuals and Bush Tales Tours property;
- another company's commercial information;
- client's medical information; and/or
- records that are privileged from production in legal proceedings.

12.2 **Decision on providing access to information:**

Bush Tales Tours shall notify the requestor in writing whether his/her request has been approved or denied within 30 (thirty) calendar days after receiving such request. If Bush Tales Tours is unable to find a copy of the record requested, or it transpires that such

record(s) does not exist, the Information Officer shall notify the requestor by way of affidavit that it is not possible to provide access to such record(s).

13 REMEDIES AVAILABLE IF BUSH TALES TOURS REFUSES ACCESS TO RECORDS

If Bush Tales Tours denies request for access to a record(s), then the requestor may apply to a court with appropriate jurisdiction or complain to the Information Regulator.

14 PROCESSING OF PERSONAL INFORMATION

14.1 Purpose of Processing Personal Information

Bush Tales Tours processes (i) Personal Information and (ii) Confidential Information (as defined in POPIA) of each client to enable Bush Tales to provide the necessary tours and administration services to its clients.

14.2 Description of the categories of Data Subjects and Personal Information or categories of information relating thereto :

Categories of Data Subjects	Personal Information that may be processed
Clients	names, address, identity numbers, passport numbers, gender, employment status, medical information, bank details, credit card details etc
Service Providers	name(s), registration number(s), VAT number(s), address(es), bank details, etc,
Employees	Name(s), address(es), identity number(s), qualification(s) employment status, gender(s), race, bank details etc.

14.3 **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(s) and name(s) for criminal checks of Employees	South African Police Services
Matric and Tertiary Qualifications for qualification verification of Employees	South African Qualifications Authority
Credit and payment information for verification of credit history of employees and patients	Credit Bureaux
Identity number(s), email address(es), telephone number(s), medical information, medical aid details, physical address(es), etc	South African Medical Aids
Identity number(s), email address(es), passport numbers, telephone numbers, physical address(es), medical information, etc.	International Medical Aids
Identity number(s), email address(es), telephone number(s), physical address(es), bank details of employees	Auditors
Identity number(s), email address(es), telephone number(s), physical address(es), bank details of employees	Attorneys

14.4 **Planned Transborder Flow of Personal Information**

It is recorded that all the Personal Information of Clients and Employees is stored on a local server and therefore no transborder flow of Personal Information takes place.

14.5 General description of Information Security Measures to be implemented by the Responsible Party to ensure the confidentiality, integrity and availability of the information

Bush Tales Tours has implemented various security safeguards to ensure the confidentiality and integrity of the Personal Information under the care of Bush Tales Tours by implementing: Password Protection on all devices, End to End Encryption on messaging service between Clients and Bush Tales Tours, Data Encryption, Anti-Virus Software and Anti Malware Solutions.

15 AVAILABILITY OF THE MANUAL

15.1 A copy of the Manual is available:

15.1.1 at the head office of Bush Tales for public inspection during normal business hours;

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

15.1.3 from the Information Regulator upon request.

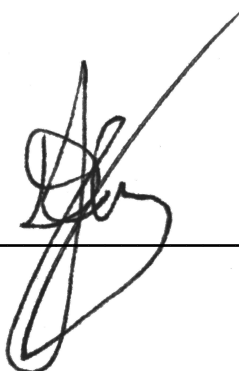
15.2 A fee for a copy of the Manual, as contemplated in Annexure B of the PAIA Regulations shall be payable per each A4-size photocopy made.

16 UPDATING OF THE MANUAL

The Information Officer of Bush Tales Tours shall on a regular basis update this PAIA Manual.

Issued by

DAVID LEWIS
(Information Officer)



FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

- 1. (i) 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.
- (ii) 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.

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

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3. Reference number, if available:

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4. Any further particulars of record:

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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:

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FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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 transcription of soundtrack* (audio cassette) (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*

* 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

G. Particulars of right to be exercised or protected:

copy in computer readable form*
(compact disc)

YES NO

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requestor must sign all the additional folios.

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

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.....
.....

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

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FORM C: REQUEST FOR ACCESS OF RECORD OF PRIVATE BODY

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at this day..... ofyear

.....

SIGNATURE OF REQUESTOR /
PERSON ON WHOSE BEHALF REQUEST IS MADE