



GREY TRAVEL

PAIA MANUAL

**INFORMATION MANUAL PREPARED IN
ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT,
NO. 2 OF 2000 FOR GREY TRAVEL PTY LTD
(Registration Number 2020/083340/07)**

1. INTRODUCTION

Grey Travel PTY Ltd is a travel management company that provides travel services and other travel related products on behalf of third party service providers such as airlines, transport, tour operators, accommodation, hotels, shipping companies, car hire, visa suppliers, rail and cruise line operators, wholesalers and other providers of air, land, sea or any other travel arrangements, products or service.

2. THIS MANUAL

2.1 The aim of this Manual is to provide assistance to potential Requesters as to the procedure to be followed when requesting access to records held by Grey Travel PTY Ltd, herein after referred to as Grey Travel, as envisaged in the Act.

2.2 The records contained in this Manual are available from Grey Travel by means of a Request addressed to the head at the address as set out in clause 4. A Request form is attached hereto. If the Request is granted, all fees, as prescribed in section 54 of the Act must be paid before any Request can be processed. The fees payable were originally published by way of Regulation Gazette No. 23119 Vol. 440.

2.3 Grey Travel reserves the right to refuse information where such information falls under a specified exemption as set out in chapter 4 of the Act.

3. DEFINITIONS

3.1 Act – the Promotion of Access to Information Act, 2 of 2000 together with all relevant regulations published.

3.2 Manual – this manual together with all annexures.

3.3 Office Hours – 08:00 am to 17:00 pm Monday to Friday, excluding public holidays.

3.4 Request – a request for access to a record in terms of section 53 of the Act.

3.5 Requester – a person making a request for access to a record, as defined in section 1 of the Act.

3.6 SAHRC – the South African Human Rights Commission.

4. COMPANY CONTACT DETAILS (SECTION 51 (1) (A))

Director	Mr. Pieter Herholdt Greybe
Postal Address	Unit 100 Millennium Business Park, Edison Way, Century City, Cape Town, South Africa, 7446
Physical Address	Unit 100 Millennium Business Park, Edison Way, Century City, Cape Town, South Africa, 7446
Contact Number	+27 (0) 82 506 29 37
Email	pieter@greytravel.co.za

5. THE ACT (SECTION 51(1) (B))

5.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

5.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

5.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27-11-877 3600

Fax Number: +27-11-403 0625

Website: www.sahrc.org.za

6. APPLICABLE LEGISLATION (SECTION 51(1) (C))

Where applicable to the business of Grey Travel, records are kept in accordance with the following legislation:

6.1 Companies Act, 71 of 2008;

6.2 Income Tax Act, 58 of 1962;

6.3 Labour Relations Act, 66 of 1995;

6.4 Occupational Health and Safety Act, 85 of 1993;

6.5 Valued-Added Tax Act, 89 of 1991.

6.6 Civil Aviation Act, No 13 of 2009

6.7 Consumer Protection Act, No 68 of 2008

6.8 Constitution of the Republic of South Africa, No 108 of 1996

6.9 Electronic Communications and Transactions Act, No 36 of 2005

6.10 Immigration Act, No 13 of 2002

6.11 Promotion of Access of Information Act, No 2 of 2000

6.12 Protection of Personal Information Act, No 4 of 2013

6.13 Public Holidays Act, No 36 of 1994

7. SCHEDULE OF RECORDS (SECTION 51(1) (D))

7.1 No notice has been published in accordance with section 52(2) of the Act regarding the categories of records freely available without a person having to request access in terms of the Act.

7.2 The following categories of records are however freely available without a person having to request access in terms of the Act. The information may be requested from the Information Officer:

7.2.1 Marketing and promotional material published by Grey Travel;

7.2.2 Information as published on the website of Grey Travel.

8. SUBJECTS AND CATEGORIES OF INFORMATION (SECTION 51(1) (E))

Grey Travel holds the following categories of records. These records would need to be requested in terms of the Act:

8.1 Client Services Records

- 8.1.1 Client correspondence;
- 8.1.2 Client Profile Information;
- 8.1.3 Client contracts;
- 8.1.4 Client business information;
- 8.1.5 Legal documentation;
- 8.1.7 Client transactions;
- 8.1.8 Project plans;
- 8.1.9 Standard terms and conditions of supply of goods and/or services;
- 8.1.10 Working papers.

8.2 Financial Records

- 8.2.1 Banking Records/Bank Statements;
- 8.2.2 Financial and Accounting Records and Reports;
- 8.2.3 Invoices;
- 8.2.4 Receipts;
- 8.2.5 Annual Financial Statements;

8.3 Statutory and Regulatory Records

- 8.3.1 Prescribed Statutory and Regulatory compliance records that are required to be retained
- 8.3.2 Regulatory correspondence
- 8.3.3 Statutory licensing and registration records
- 8.3.4 Operational records

8.4 Corporate Records

- 8.4.1 Documents of incorporation;
- 8.4.2 Internal Correspondence
- 8.4.3 Legal Agreements with third parties and service providers
- 8.4.4 Legal Records

8.5 Operational and Marketing Records

- 8.5.1 Business models;
- 8.5.2 Internal corporate policies and procedures
- 8.5.3 Marketing Information and Strategies
- 8.5.4 Product and Service offering

9. ADDITIONAL PRESCRIBED INFORMATION (SECTION 51(1) (F))

9.1 The following applies to requests (other than personal requests):

- 9.1.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 9.1.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 9.1.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 9.1.4 Records may be withheld until the fees have been paid.
- 9.1.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

10. REQUEST PROCEDURE

10.1 Form of request

10.1.1 The Requester must use the prescribed form to make the Request for access to a record. This must be made to the head of Grey Travel. This Request must be made to the address, fax number or electronic mail address as stated above.

10.1.2 The Requester must provide sufficient detail on the Request form to enable the head of the Grey Travel to identify the record and the Requester. The Requester should also indicate which form of access is required. The Requester should also indicate if any other manner is to be used to inform the Requester and state the necessary particulars to be so informed.

10.1.3 The Requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

10.1.4 If a Request is made on behalf of another person, the Requester must then submit proof of the capacity in which the Requester is making the request to the satisfaction of the head of Grey Travel.

10.2 Fees

10.2.1 A Requester who seeks access to a record containing personal information about that Requester is not required to pay the Request fee. Every other Requester, who is not a personal Requester, must pay the required Request fee:

10.2.1.1 The head of Grey Travel must notify the Requester (other than a personal requester) by notice, requiring the Requester to pay the prescribed fee (if any) before further processing the Request.

10.2.1.2 The Requester may lodge an application to the court against the tender or payment of the Request fee.

10.2.1.3 After the head of Grey Travel has made a decision on the Request, the Requester must be notified in the required form.

10.2.1.4 If the Request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

11. AVAILABILITY OF THIS MANUAL

This Manual is available for inspection upon request, by appointment and free of charge at Grey Travel's offices. Copies of the Manual are also available from the SAHRC and on the website of Grey Travel (www.greytravel.co.za/PAIA-MANUAL)

12. FORMS

REQUEST FORM FOR ACCESS TO RECORD OF PRIVATE BODY (ATTACHED)

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

The Head:

.....
.....

B. Particulars of person requesting access to the record

- | |
|---|
| <p>a. <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>b. <i>Furnish an address and/or fax number in the Republic to which information must be sent.</i></p> <p>c. <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p> |
|---|

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone 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

<p><i>This section must be completed only if a request for information is made on behalf of another person.</i></p>

Full names and surname:

Identity number:

D. Particulars of record

- | |
|---|
| <p>a. <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.</i></p> <p>b. <i>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.</i></p> |
|---|

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 therefore.

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 hereunder, 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. Your indication as to the required form of access depends 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			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images- (this includes photographs, slides, video recordings, computer generated images, sketches, etc.)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	Transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine readable form			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy of 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? A postal fee is payable.	Yes	No
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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 if to be exercised or protected.
.....
2. Explain why the requested record is required for the exercising or protection of the
aforementioned right
.....

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved. If you wish to be informed thereof 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 on this day of 20.....

.....
Signature of requester/person on whose behalf request is made