



SECTION 51 PAIA MANUAL FOR LADASH TRAVEL

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INFORMATION REQUIRED UNDER SECTION 51(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT (2) of 2000

Postal Address of head of Ladash Travel: Nevashnie Manthiri

37 West Riding Row, Sherwood

Physical Address of head of Ladash Travel:

37 West Riding Row, sherwood

Tel. No of head of Ladash Travel

0833110513

Email address of head of Ladash Travel

Nevash@ladash-travel.co.za

DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10: SECTION 51(1)(b)

Ladash Travel processes and stores personal information and other business information as part of its day-to-day operations as a travel agency.

The information processed by Ladash Travel includes information relating to clients and travellers, prospective clients, suppliers and service providers, as well as information relating to the administration and financial affairs of the business.

The purpose of this Data Classification Policy is to identify and categorise the types of information collected, processed, stored and retained by Ladash Travel and to assist in determining the appropriate level of protection required for each category of information.

The classification of information enables Ladash Travel to apply appropriate safeguards to personal and confidential information and to reduce the risk of unauthorised access, disclosure, loss, alteration or destruction.

This Policy must be read together with Ladash Travel's Record Retention Policy, Privacy Policy and other applicable information security and POPIA compliance documentation.

THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

ACTS AND OTHER LEGISLATION HELD AT OUR PHYSICAL ADDRESS BY Ladash Travel

1.1 LIST OF RECORDS AND INFORMATION

The information held by Ladash Travel has been divided into different categories grouped into various subjects, each of which describes a sub set of data information collected and held. The categories of information are not exhaustive but are merely meant to give a broad indication of the information subject and categories held by Ladash Travel , without specification. A category may therefore contain sub-categories and sub-sets of information, which may not be specifically listed.

1.2 Companies Act Records, ACTS and Statutory Compliance Records

Ladash Travel may maintain business and administrative records necessary for the operation of the travel agency.

These may include:

- business registration and statutory records;
- business licences and permits, where applicable;
- contracts and agreements;
- correspondence;
- business policies and procedures;
- insurance documentation;
- supplier agreements;
- client agreements;
- quotations and proposals;
- invoices and receipts;
- business correspondence;
- records of services provided; and
- other records reasonably required for the administration of the business.

Where these records contain personal information, the personal information must be processed and protected in accordance with POPIA.

1.3 PERSONNEL DOCUMENTS AND RECORDS

Personal information relating to identifiable individuals must receive an appropriate level of protection in accordance with POPIA.

This may include:

- names and surnames;
- contact details;
- residential or postal addresses;
- identification numbers;

- passport details;
- nationality;
- date of birth;
- travel and booking information;
- payment and billing information;
- emergency contact information;
- information relating to minors, where applicable; and
- special personal information or other sensitive information where such information is necessary for the provision of travel services.

Where Ladash Travel processes special personal information, including information relating to health, medical requirements, disability or other sensitive requirements, such information must be handled with an appropriate level of confidentiality and only processed where there is a lawful basis and legitimate purpose for doing so.

1.4 FINANCIAL RECORDS

Ladash Travel may process and retain financial and accounting information required for the operation of the business and compliance with applicable legal and tax requirements.

These records may include:

- accounting records;
- annual financial information;
- tax returns;
- VAT records, where applicable;
- invoices issued and received;
- receipts;
- banking records;
- bank statements;
- electronic banking records;
- payment records;
- supplier payment records;
- client billing information;
- transaction records;
- asset records; and
- other records required for accounting and statutory purposes.

Client financial information must be protected against unauthorised access and must only be used for legitimate business, contractual, payment, accounting or legal purposes.

Ladash Travel does not retain payment card information unless there is a lawful and legitimate reason to do so and appropriate safeguards are in place.

1.5 CLIENT AND 3RD PARTY DATA

Note: Clients include potential and existing clients.

Ladash Travel may process information relating to suppliers, service providers and their representatives in order to obtain and provide travel services and administer supplier relationships.

This may include:

- supplier business names;
- contact person names;
- business telephone numbers;
- business email addresses;
- business addresses;
- supplier contracts and agreements;
- quotations;
- booking and reservation information;
- supplier account information;
- banking information where required for payments;
- invoices;
- correspondence;
- service and transaction records; and
- other information reasonably required to administer the supplier relationship.

Supplier information must only be accessed, used or disclosed for legitimate business purposes, including obtaining quotations, making bookings, administering supplier relationships, processing payments, resolving queries and maintaining appropriate business records.

DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS - SECTION 51(e)

The requester must complete Form B and submit this form together with a request fee, to;
the head of the private body (Ladash Travel) at his/her physical address, P.O. Box number or email address

The form must:

- provide sufficient particulars to enable the head of the private body to identify the record/s requested and to identify the requester
- indicate which form of access is required
- specify a postal address or fax number or email address of the request in the Republic
- identify the right that the requester is seeking to exercise or protect
- provide an explanation of why the requested record is required for the exercise or protection of that right

In addition to a written reply, if the requester wishes to be informed of the decision on the request in any other manner, the requester is to state that manner or format and the necessary particulars to be informed of in any other manner. If the request is made on behalf of another person, the requester is to submit proof of capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body, as described above.



CEO/DIRECTOR

FORM B

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: LADASH TRAVEL

Name of Head/CEO/or Information Officer: NEVASHNIE MANTHIRI

Postal address: 37 WEST RIDING ROW, SHERWOOD, DURBAN, 4091

Email Address: Nevash@ladash-travel.co.za

Telephone number: 0833110513

Physical address: 37 WEST RIDING ROW, SHERWOOD, DURBAN, 4091

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, email 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:

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

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

Full names and surname:

Identity number:

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 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) Compliance with your request 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 for 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.			<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO				
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available					
In which language would you prefer the record? -----					

G. Notice of decision regarding request for access

Requesters 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.

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?

H. 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.

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

Signed at..... This..... day of20....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

