

TAMRICH TOURS (PTY) LTD PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000), as amended

Company name: Tamrich Tours (Pty) Ltd
Registration number: 1999/006785/07
Version: 1.0
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Introduction

Tamrich Tours (Pty) Ltd (“Tamrich”) is a private body as contemplated in the Promotion of Access to Information Act, 2000 (“PAIA”).

This Manual is prepared in terms of section 51 of PAIA and is intended to assist persons wishing to request access to records held by Tamrich and to provide the information required under the Protection of Personal Information Act, 2013 (“POPIA”).

1. Purpose of this Manual

This Manual is intended to assist any person to:

- understand how to make a request for access to a record of Tamrich;
- identify the categories of records held by Tamrich;
- access the contact details of Tamrich’s Information Officer and Deputy Information Officer;
- understand the categories of personal information processed by Tamrich;
- understand the purpose for which personal information is processed;
- understand the categories of recipients to whom personal information may be disclosed;
- understand whether Tamrich transfers personal information outside the Republic of South Africa; and
- understand the general security measures used by Tamrich to protect personal information.

2. Contact Details

Full name: Tamrich Tours (Pty) Ltd

Registration number: 1999/006785/07

Registered / Physical / Postal Address:

Hibiskus Street

Kleinkrantz

Wilderness

George

South Africa

6560

Website: tamrichtours.com, tamrichtours.co.za

General contact email: info@tamrichtours.com

Telephone: +27 11 431 1000

3. Information Officer and Deputy Information Officer

Information Officer:

Madeleine Hetem

Managing Director

Email: info@tamrichtours.com

Deputy Information Officer:

Robert Hetem

Business Development Director

Email: info@tamrichtours.com

4. Guide on How to Use PAIA

A guide on how to use PAIA is available from the Information Regulator.

The guide can be obtained from the Information Regulator through its website and eServices platform.

Information Regulator contact details:

Website: www.inforegulator.org.za

eServices: eservices.inforegulator.org.za

General enquiries: enquiries@inforegulator.org.za

Telephone: +27 10 023 5200

5. Records Automatically Available Without a Formal PAIA Request

The following records are generally available without a formal request, subject to availability and any applicable terms of use:

- publicly available pages and content on tamrichtours.com;
- brochures, travel information, destination information, and promotional material published by Tamrich;
- general contact information;
- Tamrich's PAIA Manual;
- Tamrich's Privacy Policy;
- any public notices or documents made available on Tamrich's website from time to time.

6. Records Available in Terms of Other Legislation

Certain records may be available in terms of legislation applicable to Tamrich, including where relevant:

- Companies Act, 2008;
- Income Tax Act, 1962;
- Value-Added Tax Act, 1991;
- Labour Relations Act, 1995;
- Basic Conditions of Employment Act, 1997;
- Employment Equity Act, 1998;
- Unemployment Insurance Act, 2001;
- Occupational Health and Safety Act, 1993;
- Electronic Communications and Transactions Act, 2002;
- Protection of Personal Information Act, 2013.

Access to such records will be subject to the requirements of the relevant legislation and PAIA where applicable.

7. Subjects and Categories of Records Held by Tamrich**7.1. Corporate and Statutory Records**

- company registration documents;
- shareholder and director records;
- statutory registers;
- governance records;
- internal policies and compliance documents;
- licences, registrations, and regulatory records.

7.2. Financial and Administrative Records

- accounting records;
- tax records;
- invoices and statements;
- bank-related records;
- budgeting and management accounts;
- payment records;
- supplier payment records.

7.3. 8.3 Human Resources Records

- employee records;
- payroll records;
- leave records;
- disciplinary and grievance records;
- employment contracts;
- training and performance records;
- contractor and consultant records.

7.4. Client and Booking Records

- client contact details;
- booking records;
- quotations and proposals;
- itinerary records;
- reservation details;
- client correspondence;
- travel preference information;
- information reasonably required to facilitate travel arrangements.

7.5. Supplier and Service Provider Records

- contracts and service agreements;
- supplier contact details;
- supplier quotations and rate sheets;
- reservation and supplier correspondence;
- operational records relating to service delivery.

7.6. Operational Records

- itinerary planning records;
- accommodation and transport arrangements;
- guide and contractor allocations;
- tour operation records;
- incident, complaint, and service issue records.

7.7. Marketing and Communications Records

- website enquiry records;
- mailing list and newsletter records;
- marketing material;
- campaign records;
- customer relationship records;
- social media communications where applicable.

7.8. Information Technology and Electronic Records

- email communications;
- SharePoint folders and records;
- cloud-stored records;
- website-related records;
- access and security logs where applicable.

7.9. Legal and Risk Records

- contracts;
- indemnities and waivers where applicable;

- insurance-related records;
- complaints and dispute records;
- legally privileged communications;
- legal and compliance records.

8. Request Procedure for Access to Records

A requester seeking access to a record held by Tamrich must submit a request using the prescribed **Form 2** or other form as determined by the regulation authority from time to time. The request must be submitted to the Information Officer or Deputy Information Officer at:
Email: info@tamrichtours.com

The request must provide sufficient detail to enable Tamrich to identify:

- the record requested;
- the requester;
- the form of access requested;
- the requester's contact details;
- the right the requester seeks to exercise or protect, where applicable;
- the reason why the requested record is required for the exercise or protection of that right, where applicable in terms of PAIA.

If a request is made on behalf of another person, proof of the capacity in which the request is made may be required.

9. Fees Payable

Request fees and access fees may be payable in accordance with PAIA and the applicable regulations.

Tamrich may:

- require the prescribed request fee before processing a request, where permitted;
- require a deposit where permitted by law;
- withhold access to records until all applicable fees have been paid.

10. Response Time

Tamrich will process requests for access to records in accordance with PAIA and within the time periods prescribed by PAIA, subject to any lawful extension.

11. Grounds for Refusal of Access

Tamrich may refuse access to records on grounds permitted by PAIA, including where access would involve:

- unreasonable disclosure of personal information of a third party;
- disclosure of confidential commercial information of a third party;
- disclosure of confidential information protected by agreement or law;
- endangering the safety of individuals or property;
- disclosure of privileged records;
- prejudice to Tamrich's own commercial information;
- records that cannot be found or do not exist, subject to the process required by PAIA.

12. Remedies Available

If a requester is dissatisfied with Tamrich's decision regarding a PAIA request, the requester may exercise such remedies as are available in law, including lodging a complaint with the Information Regulator where applicable or approaching a court of competent jurisdiction.

13. Processing of Personal Information in Terms of POPIA

13.1. Purpose of Processing

Tamrich may process personal information for purposes including:

- responding to travel enquiries;
- preparing quotations and itineraries;
- making reservations and managing travel arrangements;
- communicating with clients, agents, suppliers, service providers, employees, and contractors;
- delivering travel-related services;
- maintaining business and operational records;
- processing payments and administering accounts;
- managing employees and contractors;
- complying with legal, tax, employment, insurance, and regulatory obligations;
- security, record-keeping, and internal administration;
- marketing and newsletters, where lawful and with consent where required.

13.2. Categories of Data Subjects and Categories of Personal Information Clients / Travellers / Guests

- names and surnames;
- contact details;
- identification or passport information where necessary;
- booking and itinerary details;
- travel preferences;
- payment and billing information;
- correspondence and enquiry records.

Agents / Intermediaries

- names;
- business and contact details;
- booking and liaison information;
- commercial correspondence.

Suppliers / Service Providers

- names and contact details;
- contractual records;
- banking and payment information;
- operational information.

Employees

- identity and contact details;
- employment and HR records;
- payroll and leave information;
- performance and disciplinary records;
- training and administrative records.

Contractors / Guides

- identity and contact details;
- contractual and operational records;
- payment information;
- service delivery records.

13.3. Recipients or Categories of Recipients

Personal information may be shared, where lawful and necessary, with:

- accommodation providers;
- transport providers;
- guides;
- activity and tourism service providers;
- domestic and international suppliers;
- insurers where relevant;
- banks and payment processors;
- IT, email, website, analytics, and cloud service providers;
- professional advisers;
- regulators or authorities where disclosure is required by law.

14.4 Planned Transborder Flows of Personal Information

Tamrich may transfer personal information outside South Africa where reasonably necessary for international travel arrangements, reservations, international supplier engagement, cloud hosting, email communications, mailing tools, analytics services, or related operational purposes, subject to appropriate lawful safeguards where required.

14.5 General Description of Information Security Measures

Tamrich takes reasonable technical and organisational measures to protect personal information against loss, unauthorised access, misuse, disclosure, alteration, or destruction.

These measures may include:

- password-protected systems;
- access controls;
- controlled access to SharePoint folders and digital records;
- managed email systems;
- restricted access to hard copy employee and business records;
- confidentiality obligations applicable to staff and service providers;
- reasonable internal administrative safeguards.

14.6 Data Subject Rights

A data subject may, subject to applicable law:

- request access to personal information held by Tamrich;
- request correction, updating, or deletion of personal information where appropriate;
- object to processing in certain circumstances;
- withdraw consent where processing is based on consent;
- lodge a complaint with the Information Regulator.

15. Availability of this Manual

This Manual is available:

- on Tamrich's website;
- at Tamrich's business premises during normal business hours;
- from the Information Officer on request.