



PAIA MANUAL

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

DATE OF COMPILATION: 04/08/2025
DATE OF REVISION: 04/08/2025

1. LIST OF ACRONYMS AND ABBREVIATIONS

NB: please insert relevant applicable acronyms and abbreviations

- | | | |
|-----|--------------------|---|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body 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
- 2.10 know whether the body 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 ULTIMATE ROUTES AFRICA.

3.1. Chief Information Officer

Name:	LEANDRI ERASMUS
Tel:	+27 76 902 9763
Email:	EXPLORE@ULTIMATEROUTES.CO.ZA
Fax number:	N/A

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: FRANCOIS ERASMUS
Tel: +27 76 518 6837
Email: ACCOUNTS@ULTIMATEROUTES.CO.ZA
Fax Number: N/A

3.3 Access to information general contacts

Email: explore@ultimateroutes.co.za

3.4 **National or Head Office**

Postal Address: 37 Fish Eagle Ave, Lady Blake Estate , Wellington, 7654

Physical Address: OUDEBRUG FARM, WELLINGTON, 7654

Telephone: +27 76 902 9763

Email: hello@ultimateroutes.co.za

Website: www.ultimateroutes.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("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 and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-

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 requesters 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 Part.*

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 Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. 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;
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

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.”

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

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 ENGLISH & AFRIKAANS

5. CATEGORIES OF RECORDS OF ULTIMATE ROUTES AFRICA PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

In terms of Section 52(2) of the Promotion of Access to Information Act, 2 of 2000 (PAIA), certain records of Ultimate Routes Africa Pty Ltd are available to any person without the need to submit a formal request for access. These records include:

Company Information

Registration documents and details filed with the Companies and Intellectual Property Commission (CIPC).
Official company contact information, including physical and postal addresses and electronic communication details.

Services and Product Information

Descriptions of self-drive and guided travel packages and related offerings.
Standard pricing, terms, and conditions applicable to services and products.
Brochures, itineraries, promotional material, and marketing content available to the public.

Policies and Procedures

Policies relating to service delivery, safety, and customer care.
Terms of use for the company website and online platforms.
The company's Privacy Policy outlining the collection, processing, and protection of personal information.

Reports and Publications

Annual reports, newsletters, or other publications made available to the public.
Publicly accessible travel guides, newsletters, and content published on the company website or official social media channels.
Administrative and General Contact Information
Publicly listed telephone numbers, email addresses, and other general contact details.
Information regarding office hours, locations, and general service availability.

Access to Records:

Records referred to above may be accessed via the company's website, through publicly distributed materials, or by contacting the company's administrative offices during business hours. No formal request in terms of PAIA is required for such access.

6. DESCRIPTION OF THE RECORDS OF ULTIMATE ROUTES AFRICA PTY LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Certain records of Ultimate Routes Africa Pty Ltd are accessible under other applicable legislation. These include:

Company and Corporate Records

Registration documents and annual filings with the Companies and Intellectual Property Commission (CIPC), in terms of the Companies Act, 2008 (Act No. 71 of 2008).

Tax and Financial Records

Records maintained for submission to the South African Revenue Service (SARS) under the Income Tax Act, 1962 (Act No. 58 of 1962).

Employment Records

Employee contracts, leave records, and remuneration information, in accordance with the Labour Relations Act, 1995, and the Basic Conditions of Employment Act, 1997.

Health, Safety, and Environmental Records

Records required for compliance with the Occupational Health and Safety Act, 1993, and other relevant safety or environmental legislation.

Other Statutory Records

Any other records the company is obliged by law to make available to the public or authorities.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ULTIMATE ROUTES AFRICA PTY LTD

Clients / Customers

Booking records, itineraries, invoices, and correspondence
Identification and contact details
Payment and transaction records
Travel preferences and requirements

Employees and Contractors

Personal details and employment contracts
Payroll, remuneration, tax, and benefits record
Performance reviews, training, and HR records
Disciplinary and grievance records

Suppliers and Service Providers

Company registration and contact details
Contracts and agreements
Payment and banking details
Service delivery and correspondence records

Corporate Records

Incorporation documents, Memorandum of Incorporation, and CIPC records
Shareholder and director information
Minutes of meetings and resolutions
Financial and Tax Records
Annual financial statements and management account
Bank statements, invoices, and receipts
VAT, PAYE, and SARS submissions

Operational Records

Insurance policies and claims
Vehicle documents (if applicable)
Office administration records
Contracts and agreements with third parties

Marketing and Communications

Promotional materials, brochures, and website content
Client communications and mailing lists
Social media content and advertising records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Ultimate Routes Africa (Pty) Ltd processes personal information for the following purposes:

Client Travel Services – to make, manage, and confirm bookings for accommodation, transport, activities, and related travel services.

Communication – to correspond with clients, suppliers, employees, and service providers regarding bookings, enquiries, and business operations.

Financial Administration – to process payments, issue invoices, manage accounts, and comply with tax and financial reporting obligations.

Human Resources Management – to administer employment relationships, including recruitment, contracts, payroll, benefits, and statutory reporting.

Supplier and Partner Management – to engage with service providers, manage contracts, and facilitate payments.

Legal and Regulatory Compliance – to comply with statutory obligations, including requirements from SARS, CIPC, and other authorities.

Marketing and Customer Relationship Management – to provide clients with information on products, services, promotions, and travel opportunities (subject to consent).

Operational Support and Security – to manage business operations, ensure the security of company systems and data, and maintain effective record-keeping.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Ultimate Routes Africa (Pty) Ltd processes personal information relating to the following categories of data subjects:

Clients / Customers

Identification details (names, passport/ID numbers, date of birth, nationality)
Contact details (addresses, phone numbers, email addresses)
Travel preferences and booking details (itineraries, accommodation, flights, transfers, special requirements)
Payment details (banking information, transaction records)

Employees and Contractors

Personal details (names, ID numbers, contact information, demographic details)
Employment records (contracts, payroll, performance, leave, training)
Financial details (banking information, tax information)
Next of kin and emergency contacts

Suppliers and Service Providers

Company information (registration, VAT, contact details)
Banking and payment information
Contractual and service records

Visitors and Enquirers

Contact details provided through enquiries, website forms, or marketing channels
Communication records and preferences

All personal information is collected and processed for legitimate business purposes, including booking travel services, managing operations, fulfilling legal obligations, and maintaining relationships with clients, staff, and suppliers.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

In the course of conducting business, Ultimate Routes Africa (Pty) Ltd may supply personal information to the following categories of recipients, where necessary and appropriate:

Internal staff and management – for the purpose of fulfilling bookings, administration, customer service, and operations.

Travel service providers – including airlines, accommodation establishments, lodges, car rental companies, activity operators, and tour guides, to facilitate client bookings and travel arrangements.

Payment service providers and banks – for processing payments and refunds.

Regulatory authorities – where required by law (e.g., SARS, CIPC, immigration or customs authorities).

Third-party IT and cloud service providers – for secure data hosting, communication, and backup services.

Professional advisors and insurers – including auditors, accountants, and legal representatives, where necessary for business operations or compliance.

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

8.4 Planned transborder flows of personal information

Ultimate Routes Africa (Pty) Ltd may, where necessary for its legitimate business purposes, transfer personal information to service providers or business partners located outside the Republic of South Africa. These transfers typically occur in relation to: Cloud-based data storage and backup services (e.g., secure servers hosted internationally)

Travel bookings and reservations with lodges, hotels, car rental companies, and activity providers located outside South Africa. Payment processing through internationally hosted platforms or banks.

Such transfers are conducted in compliance with the requirements of the Protection of Personal Information Act (POPIA), ensuring that: The recipient country or organisation is subject to a law, binding corporate rules, or agreement which provides adequate protection of personal information; or The data subject consents to the transfer; or The transfer is necessary for the performance of a contract with the data subject. Ultimate Routes Africa (Pty) Ltd undertakes to ensure that all reasonable steps are taken so that personal information transferred across borders is adequately protected in line with legal and contractual obligations.

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

Ultimate Routes Africa (Pty) Ltd implements appropriate, reasonable technical and organisational measures to ensure the confidentiality, integrity and availability of information in its possession, as required by the Protection of Personal Information Act (POPIA). These measures include, but are not limited to:

Access Control: Personal information is only accessible to authorised personnel on a need-to-know basis.

Physical Security: Company premises and equipment are secured against unauthorised access, theft, or damage.

Electronic Security: Information systems are protected by passwords, firewalls, anti-virus software, and secure backup systems.

Data Management: Regular backups of electronic information are maintained and tested to ensure recovery in case of data loss.

Confidentiality: Employees are bound by confidentiality agreements and trained on data protection responsibilities.

Third-Party Service Providers: Where information is processed by service providers, contracts include obligations to maintain appropriate security standards.

Continuous Review: Security measures are regularly reviewed and updated to address emerging risks and technologies

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.ultimateroutes.co.za

9.1.2 head office of the Ultimate Routes for public inspection during normal business hours;

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

9.1.4 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 made.

10. UPDATING OF THE MANUAL

The head of Ultimate Routes Africa will on a regular basis update this manual.

Issued by

L. Erasmus

(Leandri Erasmus)

(Managing Director)