



PAIA MANUAL

Travelnest Marketing (Pty) Ltd t/a Springnest

Registration Number: 2014 / 004589 / 07

Address: 40 8th Avenue, Bellville, 7530

OVERVIEW, ACCESS AND CONTACT INFORMATION

1.1 Company Description and Manual Revision:

Springnest is a Software and Information Technology company. We specialise in providing bespoke software in the form of a website builder and content management system used by international tourism and travel related business and organisations.

A copy of this Manual is available:

- On request from our Information Officer, Peter Fabricius
- On our website: <https://springnest.com/paia.pdf>

When any updates are done on this policy, the updated policy will be published to our website.

1.2 Information Officer and Springnest Details:

Our Information Officer is: Peter Fabricius
Director
Tel: 021 879 1763
E-mail: peter@springnest.com
Postal address: 40 8th Avenue, Bellville, 7530

1.3 Access to information:

Requests for access to records held by Springnest must be made by emailing the information request form to our Information Officer directly. Any requests to information held by Springnest will be reviewed and granted/denied against the act. Springnest endeavours to get back to any information access request within 30 days. The Request Form must be completed. It can be obtained from the Information Officer via peter@springnest.com or on the website of the Department of Justice www.justice.gov.za under "PAIA" and "forms".

Should your request for information be denied, you are welcome to contact the Constitutional Court or the High Court for assistance.

1.4 Fees

The fees for Springnest to process an Access to Information request, will be communicated to the person submitting the request by the Information Officer. The Fee will need to be paid prior to any work being done on the request or prior to any information being sent out as a result of this request. A decision on whether to grant or deny the request will be made by the Information Officer and will be final.

2. PROCESSING OF INFORMATION AND DATA RECORDS:

2.1 Purpose of Processing:

Springnest uses the Personal Information to provide a service to its customers, manage and remunerate employees as well as ensure compliance with South African operating laws.

2.2 Data Records held by Springnest:

The Company may possess records relating to suppliers, shareholders, contractors service providers, staff and clients and employees:

- Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners - Names of contact persons; Name of Legal Entity; Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Employment History; ID number; Contact details; Opinions, Criminal behaviour; Well-being, Physical Address, Postal Address, GPS location, IP Address, Web Browser User Agent String, Device Display Dimensions,; Any records a customer has provided to us or a third party acting for us or on our behalf; Any records a third party has provided to us either directly or indirectly;

2.3 Data Security Measures:

Springnest ensures Information Protection in line with PAIA and POPIA and ensures to continuously monitor for any security breaches and improvements that are needed. Springnest ensures that software security protocols, virus protection, physical access as well as remote access adheres to the strict measures as outlined in the act.

3. SAHRC ACT AND CONTACT DETAILS

More information on how the Act works and all other information can be obtained from the SAHRC – SA Human Rights Commission, at:

The South African Human Rights Commission: PAIA Unit (the Research and Documentation Department)

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 484-8300

Fax: +27 11 484-7146

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Or, alternatively The Information Regulator (South Africa) SALU Building, 316 Thabo Sehume Street, Pretoria

Tel: 012 406 4818

Fax: 086 500 3351

infoereg@justice.gov.za

4. APPROVAL:

Signed on behalf of Springnest on this ____28____ day of __June____2021__.

A handwritten signature in black ink, appearing to read "PFabricius", written over a horizontal line.

Peter Fabricius

Director