
Tripco PAIA & POPI Manual

Last updated: 22 June 2021

This manual applies to

Tripco (Pty) Ltd

Registration number: 2013/076256/07;

Registered office address: Minter House, Otto Close, Westlake, Cape Town, 7945

referred to as the “Company” or “Tripco”.

This manual was prepared in accordance with section 51 of the promotion of access to information act, 2000 (the “act”) and to address requirements of the protection of personal information act, 2013 (“popi”).

This manual may be amended from time to time and the latest version of this manual will be made available once changes are final.

Introduction

Tripco is a private body conducting business as an online travel agency and technology provider. Its consumer-facing websites include, but may not be limited to,

LekkeSlaap.co.za

LekkeVlieg.co.za

TravelGround.com

Tripco enables consumers to purchase travel offerings from 3rd party travel suppliers; and enables travel suppliers to market their offerings to consumers.

This manual sets out the procedure to be followed when requesting access to information from Tripco or one of its brands or websites.

Contact details

Executive Directors:	Jonathan Womersley; Marcel Van de Ghinste
Email:	legal@tripco.africa
Postal Address:	PostNet Suite 232, Private Bag X26, Tokai, Cape Town, 7966
Street Address:	Minter House, Otto Close, Westlake, Cape Town, 7945
Information Officer:	Marcel Van de Ghinste
Deputy Information Officer:	Jonathan Womersley
Telephone Number:	086 999 0018 021 201 8901

How to find the guide to the Act

The Act imposes a duty on the South African Human Rights Commission ("SAHRC") to "compile in each official language a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act" ("the Guide").

The Guide is available from the SAHRC:

Website:	www.sahrc.org.za .
E-mail :	info@sahrc.org.za or nmolefe@sahrc.org.za
Address:	2nd Floor, Braampark Forum 3, 33 Hoofd Street, Braamfontein
Post Address:	The South African Human Rights Commission Private Bag 82700 Houghton
Telephone :	(+27) 11 877 3600

Further information regarding the SAHRC, including additional contact details, can be obtained by visiting www.sahrc.org.za.

Automatic availability of certain records

The following categories of records are available automatically. In other words, there is no need to request this information in terms of PAIA, although the information can still be requested from the Information Officer whose details appear above. Available to the public:

Websites

Social Media

Terms and conditions

Privacy policy

Each user of a Tripco website will be able to access, change, correct and/or update much of their own personal information via a login. Information included in such login areas may include, but isn't limited to:

Name

Contact details

Direct marketing opt in status

Travel planning and booking details

Additionally, where a user lists their travel business or establishment information on Tripco websites, the user will be able to access, change, correct and/or update much of their travel business or establishment information via a login. This information is explicitly provided for marketing purposes and with the understanding that it is not private, much like listing in a business directory. Information included in such login areas may include, but isn't limited to:

Travel business or establishment name

Address, description, contact details, contact name and property details

Pricing and availability calendar

Reviews by previous travellers

Records kept in accordance with applicable legislation

The Company's keeps certain records in accordance with legislation that may apply to the Company, including but not limited to the following legislation:

- Basic Conditions of Employment Act 57 of 1997;
- Broad-based Black Economic Empowerment Act 53 of 2003 Companies Act 71 of 2008;
- Companies Act No. 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 Copyright Act 98 of 1978;
- Consumer Protection Act No. 68 of 2008;
- Electronic Communications and Transactions Act 25 of 2002 Employment Equity Act 55 of 1998;
- Employment Equity Act No. 55 of 1998;
- Income Tax Act 58 of 1962;
- Labour Relations Act No. 66 of 1995;
- Occupational Health and Safety Act 85 of 1993;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;
- Skills Development Act No. 97 of 1998;
- Skills Development Levy Act No. 9 of 1999;
- Trade Marks Act No. 194 of 1993;
- Unemployment Insurance Act No. 63 of 2001;
- Unemployment Insurance Contributions Act No. 4 of 2002;
- Securities Transfer Tax Administration Act No. 26 of 2007;
- Value Added Tax Act No. 89 of 1991;

Schedule of records

Please note that listing a record in this manual does not suggest that access to these records will be granted. Tripco has records on the following categories and subjects, but this may not be an exhaustive list. Any request for access will be considered by the Company in accordance with the provisions of the Act.

Category of records	Subject of records
Administration	General Correspondence Insurance Policies Internal Policies and Procedures Lease Agreements
Correspondence	Internal notes or memorandums Emails SMSs Phonecalls
Customer	Name Email Phone number Wishlists and favourites Bookings Reviews Identification numbers Passport Nationality Associated travellers Direct Marketing Opt In
Financial	Financial Statements Financial and Tax Records Management Accounts Bank statements Proof of payments received
Human Resources	List of Employees Employee Identification Numbers Contracts of Employment Compensation or Redundancy Payments Personnel Files Employee Tax Records Employment Equity Plan Disciplinary Records
Suppliers	Establishment name

	Property details Address Email Phone number Contact name Reviews and responses Banking details VAT details Booking details Calendar or availability details ID number Deeds office information or lease details Other information as may be on record
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Protection of personal information processed by Tripco

Tripco undertakes to handle personal information responsibly and will comply with all applicable legislation.

See privacy policy available at:

<https://www.travelground.com/terms#privacy-policy>

<https://www.lekkeslaap.co.za/terme#privacy-policy>

Form of request

To facilitate the processing of your request, kindly:

- Use the prescribed form, available on the website of the SAHRC at www.sahrc.org.za or www.justice.gov.za (https://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf)
- Address your request using the contact details and email address in this manual.
- Provide sufficient details to enable the Company to identify:
 - o The record(s) requested;
 - o The requester (and if an agent is lodging the request, proof of capacity);
 - o The form of access required;
 - o The email address, postal address or fax number of the requester;
 - o If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;

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- The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

Prescribed fees

Requesters are required to pay a fee for requesting access to records, unless they are exempted according to the PAIA Notice on Fees (available on the SAHRC website, linked below).

The standard fee is R50 to initiate a request, plus fees to execute the request which will be charged according to the prescribed charges available on the website of the SAHRC at www.sahrc.org.za (<https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>)