



PAIA MANUAL

Section 51 PAIA

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PARSONS HILLTOP SAFARI CAMP (PTY) LTD

(Sister company of Parsons Lodges (Pty) Ltd)

Parsons Hilltop Safari camp

Parsons House

Parsons River Camp

Owners/ Directors: Mirjam Busink and Robert Hattingh

PAIA Manual

1. Introduction

This manual is published by Parsons Hilltop Safari Camp (Pty) Ltd in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended by the Protection of Personal Information Act 4 of 2013 (POPIA). It explains which records we hold, how you can request access to them, and how we process personal information.

2. Key Contact Details

Requests for access to records must be sent to our Information Officer:

- Company: Parsons Hilltop Safari Camp (Pty) Ltd
- Head of the company: Mirjam Busink and Robert Hattingh (Directors)
- Information Officer: Maria H Busink
- Email: reservations@parsonshilltop.com
- Telephone: +27 61 548 6483
- Postal and physical address: [to be completed]
- Website: www.parsonshilltop.com

3. The Information Regulator's Guide

The Information Regulator has published an updated Guide on how to use PAIA and POPIA (section 10 of PAIA). It explains how to request access to records and which remedies are available.

- The Guide is available on the Information Regulator's website: www.inforegulator.org.za
- It is available in all official languages and in braille.
- You may also ask our Information Officer for a copy.

4. Records Available Without a Request

The following records are freely available on our website or on request, without a formal PAIA request:

- Privacy Policy
- Terms and Conditions
- Trade Terms (for travel agents, tour operators and DMCs)
- Fact sheets and published rates

5. Records Kept in Terms of Other Legislation

We keep records as required by, among others, the following laws: Companies Act 71 of 2008; Tax Administration Act 28 of 2011; Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998; Unemployment Insurance Act 63 of 2001; Compensation for Occupational Injuries and Diseases Act 130 of 1993; Occupational Health and Safety Act 85 of 1993; Skills Development Levies Act 9 of 1999; Consumer Protection Act 68 of 2008; Electronic Communications and Transactions Act 25 of 2002; Tourism Act 3 of 2014; Protection of Personal Information Act 4 of 2013.

6. Categories of Records We Hold

- Company records: incorporation documents, registers of directors and shareholders, minutes and resolutions.
- Financial and tax records: annual financial statements, accounting records, tax and VAT returns, bank records.
- Guest and booking records: reservations, invoices, registration and indemnity forms, dietary and medical notes.
- Trade partner records: agreements with travel agents, tour operators and DMCs, rate agreements and correspondence.
- Employee records: employment contracts, payroll, leave, disciplinary and training records.
- Supplier and operational records: supplier contracts, insurance policies, licences and permits, health and safety records.

Personal information

7. Processing of Personal Information

We process personal information to manage bookings, keep guests safe, run our business and comply with the law. Full details are set out in our Privacy Policy.

7.1 Categories of data subjects and their information

We hold personal information about the following groups:

- Guests (including children): names, ID or passport numbers, nationality, dates of birth, contact details, stay preferences, dietary and medical information.
- Travel agents and trade partners: company and contact details, booking and payment information.
- Employees: identity, contact, banking, tax, payroll and employment information.
- Suppliers: company and contact details, banking and contract information.

7.2 Recipients, cross-border transfers and security

Recipients: NightsBridge (booking system) and NightsBridge PayBridge (card payments); Parsons Nature Reserve gate security; transfer and charter companies; emergency medical services; and SARS or other authorities where the law requires it.

Cross-border transfers: Guest data is stored in South Africa. Where a service provider stores data outside South Africa, we only use providers that offer adequate protection, as required by section 72 of POPIA.

Security: Access to guest data is limited to hosts and management with personal logins. Paper forms are kept locked away. Card payments are processed only by NightsBridge PayBridge.

Requesting access

8. How to Request Access

Complete Form 2 (Request for Access to Record) of the PAIA Regulations, 2021, and send it to our Information Officer at reservations@parsonshilltop.com. The form is available on the Information Regulator's website or from us. Please describe the record clearly, include proof of your identity and, if you act for someone else, proof of your authority. We will respond within 30 days. We may extend this once by up to 30 days, in which case we will tell you why. Guests covered by the EU General Data Protection Regulation (GDPR) may also request a copy of their personal data under Article 15 GDPR. Such requests are free of charge and answered within one month.

9. Fees

If you request your own personal information, no request fee is payable. For other requests, the prescribed fees for private bodies apply:

- Request fee: R140.00
- Copies: R2.00 per A4 page
- Copy on flash drive or CD: R40.00 to R60.00
- Search and preparation: R145.00 per hour after the first hour (maximum R435.00)
- Deposit: one third of the expected fee if the search takes longer than 6 hours
- Postage: actual cost

10. Refusal of Access and Remedies

We may refuse access on the grounds set out in Chapter 4 of Part 3 of PAIA, for example to protect another person's privacy, a third party's commercial or confidential information, the safety of individuals or property, or legally privileged records. If you disagree with our decision, you may lodge a complaint with the Information Regulator or apply to court within 180 days.

This manual is available on our website and from our Information Officer. It is reviewed annually.

Version October 2026.