

SATSA PAIA Manual

Prepared in terms of section 51 of PAIA, read with POPIA

Entity	Southern Africa Tourism Services Association NPC	Registration number	2003/006523/08
Version	Draft v1.0	Date	01 April 2026
Classification	Public	Owner	Information Officer: David Frost, CEO

1. Introduction and purpose

Southern Africa Tourism Services Association NPC (SATSA) is a non-profit company and private body for purposes of PAIA. This Manual assists requesters to understand SATSA records, submit access requests and understand how SATSA processes personal information in accordance with POPIA. Access to records remains subject to PAIA, POPIA and lawful grounds of refusal.

2. SATSA contact details

Name	Southern Africa Tourism Services Association NPC (SATSA)
Registration number	2003/006523/08
Physical/postal address	Ground Floor, Rosebank Terrace North, 23 Sturdee Avenue, Rosebank, 2196 P O Box 900, Ferndale, 2160
Telephone	+27 11 886 9996
Email	info@satsa.co.za pa@satsa.co.za
Website	www.satsa.com

3. Information Officer and Deputy Information Officers

Role	Name and position	Contact
Information Officer	David Frost - Chief Executive Officer	david@satsa.co.za
Deputy Information Officer	Hannelie Du Toit - Chief Operating Officer	hannelie@satsa.co.za
Deputy Information Officer	Hoosein Haffejee - Finance Manager	finance@satsa.co.za

PAIA/POPIA requests may also be sent to pa@satsa.co.za

The Information Officer is responsible for PAIA and POPIA compliance oversight, including request handling, internal awareness, security incident escalation and maintaining this Manual.

4. Guide on how to use PAIA

The Information Regulator publishes a PAIA Guide explaining how to exercise access rights and use PAIA. It is available from the Information Regulator at www.inforegulator.org.za.

Current public contact details include

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone: 010 023 5200

Toll-free: 0800 017 160

Email: enquiries@infoeregulator.org.za.

5. Records automatically available

- Public website pages, newsletters, public media releases, industry updates and event information published by SATSA.
- Public membership information, public reports, brochures, position statements and public policy submissions where published.
- This PAIA Manual, SATSA Privacy Policy and other public notices approved for publication.
- Documents that SATSA has expressly made publicly available, subject to copyright, confidentiality and terms of use.

6. Records available in terms of other legislation

Records may be available, subject to the relevant law and PAIA, under legislation including the

- Companies Act,
- Income Tax Act,
- VAT Act,
- Tax Administration Act,
- Labour Relations Act,
- Basic Conditions of Employment Act,
- Employment Equity Act,
- UIF legislation,
- Compensation for Occupational Injuries and Diseases Act,
- Occupational Health and Safety Act,
- Electronic Communications and Transactions Act,
- Consumer Protection Act,
- PAIA and
- POPIA.

7. Subjects and categories of records held

Subject	Examples of records
Corporate and governance	Registration documents, board and committee records, policies, minutes, delegations, statutory and NPC records.
Membership and stakeholder	Member applications, accreditation or verification documents, CIPC/tax/financial certificates, subscriptions, communication history, stakeholder lists.
Programmes and projects	Proposals, agreements, beneficiary applications, selection records, training, mentorship, attendance, feedback, reporting and monitoring records.
Events, webinars and marketing	Registration forms, attendance data, questions/polls, recordings, consent logs, newsletter and campaign records, media and sponsor records.
Human resources	Employment contracts, ID, tax and banking records, payroll, leave, performance, disciplinary, recruitment, training and contractor records.
Finance and suppliers	Budgets, invoices, bank records, payment records, procurement, contracts, service provider and payment gateway records.
Legal, risk and complaints	Complaints, disputes, advice, privileged records, insurance, NDAs, data incidents and compliance records.
IT and security	Microsoft 365/SharePoint/email records, access logs, websites/forms, CRM, survey and cloud platform records.

8. Request procedure, fees and decisions

- Requests must be submitted to the Information Officer on the prescribed PAIA request form, with enough detail to identify the requester, record, form of access required, contact details and the right to be exercised or protected.
- Requests may be sent to the Information Officer or Deputy Information Officer/s.
- Proof of identity and authority may be required where a request is made for oneself or on behalf of another person.
- Prescribed request and access fees, deposits and reproduction fees may be charged where permitted by PAIA and SATSA may withhold access until applicable fees are paid.
- SATSA will respond within the periods prescribed by PAIA, subject to lawful extensions, third-party notification where required and applicable grounds of refusal.
- If dissatisfied, a requester may complain to the Information Regulator or approach a competent court, as permitted by PAIA.
- Grounds for refusal may include privacy of third parties, confidential commercial information, legal privilege, safety, confidential third-party information, research information, frivolous/vexatious requests or substantial and unreasonable diversion of resources. SATSA will consider the public-interest override where applicable.

9. POPIA processing disclosures

Item	SATSA disclosure
Purposes	Membership administration, stakeholder engagement, advocacy, events/webinars, projects and programme delivery, reporting, finance, HR, governance, supplier management, legal compliance, security, research, communications and lawful marketing.
Data subjects	Members, non-members, employees, suppliers, directors, board/committee members, event attendees, sponsors, media, government stakeholders, programme beneficiaries, complainants and correspondents.
Information categories	Names, roles, contact details, company details, membership and event records, IDs/passports where necessary, payment/banking records, CIPC/tax/financial certificates, complaint records, correspondence, digital identifiers and consent/marketing preferences. Special personal information is processed only where legally permitted.
Recipients	Authorised SATSA personnel, service providers and operators, payment processors, auditors/accountants, legal advisers, insurers, government/funders where required, event/platform providers, regulators, and third parties where legally required, contractually necessary or consented to.
Cross-border/security	SATSA uses platforms such as Microsoft 365, SharePoint, Zoom, Glue Up, Mailchimp, Google, websites, payment gateways, CRM and survey tools. Data may be processed outside South Africa, SATSA will rely on POPIA-compliant safeguards, contracts, consent or other lawful grounds and use reasonable technical and organisational security measures.

Data subjects may request access, correction or deletion, object to processing where allowed, withdraw consent where processing is consent-based and complain to the Information Regulator.

10. Availability and review

This Manual will be made available on SATSA's website, at SATSA's principal place of business during office hours, from the Information Officer on request, and to the Information Regulator as required. SATSA will review it at least annually or when material legal, operational or platform changes occur.

Key legal references

Promotion of Access to Information Act, 2000 (PAIA): sections 50-73, especially sections 50, 51, 53-54 and grounds for refusal in sections 63-70. Protection of Personal Information Act, 2013 (POPIA): sections 4, 8-25, 26-35, 69 and 72. Other applicable laws may include the Companies Act, tax, labour, consumer protection, electronic communications and sector-specific laws.