

Crayfish Lodge Sea and Country Guesthouse (Pty) Ltd

(Registration Number: 2015/450409/07)

Manual in terms of section 51 of the
Promotion of
Access to Information Act, 2 of 2000

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(PTY) LTD

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PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)
SECTION 51 MANUAL OF CRAYFISH LODGE SEA AND COUNTRY GUESTHOUSE
(PTY) LTD
(REGISTRATION NUMBER: 2015/450409/07)

1. CONTACT PARTICULARS

Head of business: Reinhard Kern
Information officer: Reinhard Kern
Postal Address: Killaney Street 2 & 4
De Kelders
Gansbaai
7220
Physical Address: Killaney Street 2 & 4
De Kelders
Gansbaai
7220
Telephone Number: 0283841898
E-mail Address: rk@crayfishlodge.com
Website: www.crayfishlodge.com

2. INTRODUCTION

Hospitality sector.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 53 and 54 of the Act.

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from Crayfish Lodge Sea And Country Guesthouse (Pty) Ltd or www.crayfishlodge.com

5. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Basic Conditions of Employment Act 75 of 1997
- Consumer Protection Act 68 of 2008
- Employment Equity Act 55 of 1998
- The National Building Regulations and Building Standards Act, 1977 Act 103 of 1977
- Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972
- Health Act 63 of 1977
- Liquor Act 90 of 2007
- Tobacco Products Control Act 83 of 1993
- Labour Relations Act 66 of 1995
- Protection of Personal Information Act 4 of 2013
- South African Reserve Bank Act 90 of 1989
- South African Revenue Services Act 34 of 1997
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Aliens Control Act 69 of 1991



6. INFORMATION AUTOMATICALLY AVAILABLE

N/A

7. INFORMATION AVAILABLE IN TERMS OF THE ACT - ON REQUEST

Statutory Business Records

- Certificate of Change of Name
- Directors Attendance Register
- Property documents
- Register of Directors and Officers
- Resolutions

Accounting Records

- Annual financial statements and working papers
- General ledger
- Bank statements, cheque books, cheques
- Customer and supplier statements and invoices
- Fixed asset register
- Lease or instalment sale agreements
- Budgets and business plans
- Insurance records
- Investment records
- Auditor's reports
- Internal auditors' reports



Fixed Property

- Building plans
- Leases
- Title deeds

Information Technology

- Agreements
- Client database
- Hardware
- Internet
- Licenses
- Systems support, programming and development
- Operating systems
- Software packages
- Telephone exchange equipment
- Telephone lines, leased lines and data lines

Insurance

- Details of coverage, limits and insurers
- Insurance policies

Intellectual Property

- Agreements relating to intellectual property

Legal, Agreements and Contracts

- Agreements with customers
- Settlement agreements



Personnel Records

- Employee information records
- Employment applications
- Employment contracts
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Personnel File
- Salary and wage registers
- UIF, PAYE and SDL returns
- Workmen's Compensation Documents

8. GENERAL

N/A

9. REQUESTING PROCEDURES

A person who wants access to the records must complete the necessary request forms that is available at the offices of Crayfish Lodge Sea And Country Guesthouse (Pty) Ltd, or can be accessed on www.justice.gov.za/inforeg. The completed request form must be sent to the address or fax number provided in this manual and marked for the attention of the Information Officer.

Please provide sufficient details to enable the company to identify:

- a) The record(s) requested
- b) The requester (and if an agent is lodging the request, proof of capacity)
- c) The form of access required
- d) The postal address or fax number of the requester in the Republic
- e) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof

- f) 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.

10. PRESCRIBED FEES

- A requestor is required to pay the prescribed fees before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit
- Records may be withheld until the fees have been paid.

11. PROTECTION OF PERSONAL INFORMATION PROCESSED

Crayfish Lodge Sea And Country Guesthouse (Pty) Ltd is committed to protecting the privacy of personal information of our data subjects. The information you share with us as a data subject allows us to provide you with the best experience with our products and services, or as a stakeholder.

Crayfish Lodge Sea And Country Guesthouse (Pty) Ltd has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

11.1 The purpose of processing of personal information

We process personal information for various reasons, including but not limited to the following:

- To manage information, products and/or services requested by data subjects
- To help us identify data subjects when they contact us
- Manage customers
- Employment purposes
- Financial and tax purposes
- Legal or contractual purposes
- To help us recover debts



11.2 Data subject categories and personal information processed

Customers	Name and Surname ID number Physical address Residence status E-mail address Telephone number Vehicle registration number Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence
Employees	Name and Surname ID number E-mail address Telephone number Physical address Account information
Prospective Employees	Name and Surname ID number E-mail address Telephone number Physical address Employment history
Suppliers	Name and Surname E-mail address Telephone number Account information

11.3 Recipients with whom personal information is shared

In processing your personal information, we may share it within the group of companies or with other third parties.

These include but are not limited to:



- Employee pension and provident funds
- Data storage providers
- Server hosts

11.4 Security measures implemented to protect personal information

We have identified our security risks over the personal information we process in line with the Protection of Personal Information Act, and we have implemented various security measures to ensure reasonable protection against the risk of loss, misuse, unauthorised access and disclosure, alteration and destruction of the personal information.

We also take steps to ensure that operators that process personal information on behalf of company name apply adequate safeguards as outlined above.

11.5 Trans-border flows of personal information

We may transfer to, and store personal information we collect about you, in countries other than South Africa, if the relevant business transactions or situation requires trans-border processing. These countries may not have the same data protection laws as South Africa, and in this instance, we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.

11.6 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

Where information on third parties is provided by a data subject, or a third party provides information on a data subject, that information may be taken into account with other personal information.

11.7 Data Breaches

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, Crayfish Lodge Sea And Country Guesthouse (Pty) Ltd shall notify:

- a) the Regulator; and
- b) the data subject, unless the identity of such data subject cannot be established.

The notification will be made as soon as reasonably possible after the discovery of the compromise, taking into account the legitimate needs of law enforcement or any measures reasonably necessary to determine the scope of the compromise and to restore the integrity of the responsible party's information system.

12. AVAILABILITY OF THE MANUAL

Copies of the manual are available for inspection, free of charge, at the offices of Crayfish Lodge Sea And Country Guesthouse (Pty) Ltd and at: www.crayfishlodge.com

Information Officer Signature: _____

A handwritten signature in black ink, appearing to be 'D. J. ...', written over a horizontal line.

Signed on: _____

28 September 2021

Initial: _____

Handwritten initials in black ink, appearing to be 'DJ', written over a horizontal line.