



PAIA MANUAL

**Prepared in terms of section 51 of the Promotion of
Access to Information Act 2 of 2000 (as amended)**

Date of Compilation: 29 June 2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	CEO	Chief Executive Officer
1.2	IO	Information Officer
1.3	Minister	Minister of Justice and Correctional Services
1.4	PAIA	Promotion of Access to Information Act No 2 of 2000 (as Amended)
1.5	POPIA	Protection of Personal Information Act No 4 of 2013
1.6	Regulator	Information Regulator
1.7	Republic	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

The PAIA Manual is useful for the public to

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE KRUGER LOWVELD CHAMBER OF BUSINESS AND TOURISM NPC

3.1 Information Officer

Name: Malinda Grimbeek, CEO
Tel: 013 755 1988
Email: linda@klcibt.co.za

3.2 Access to information general contacts

Email: business@klcibt.co.za

3.3 Head Office

Postal Address: Postnet Suite 33, Private Bag X11326, Nelspruit 1200
Physical Address: Crossing Centre, Cnr Madiba & Samora Machel Drive
Nelspruit, Mpumalanga
Telephone: 013 755 1988
Email: busines@klcibt.co.za
Website: www.klcibt.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of –
 - 4.3.1 the objects of PAIA and POPIA;
 - 4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of –
 - 4.3.2.1 the Information Officer of every public body, and
 - 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.3.3 the manner and form of a request for –
 - 4.3.3.1 access to a record of a public body contemplated in section 11; and

- 4.3.3.2 access to record of a private body contemplated in section 50;
 - 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging –
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Regulator; and
 - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 4.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.3.10 the regulations made in terms of section 92.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained –
 - 4.5.1 upon request to the Information Officer;
 - 4.5.2 from the website of the Regulator (<https://www.justice.gov.za/inoreg/>).
- 4.6 A copy of the Guide is also available in English, for public inspection during normal office hours.

5. CATEGORIES OF RECORDS OF THE KRUGER LOWVELD CHAMBER OF BUSINESS AND TOURISM NPC WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

These records are available on request and on the website www.klcbt.co.za

Names of leadership and management

Copies of newsletters

Current opportunities available through the KLCBT

Services and products offered at KLCBT

Alliances and affiliates of the KLCBT

The objects and advocacies of the KLCBT

Member benefits and application forms

Members publicly available contact information, after a search into a specific enquiry – a list of members with contact information is not available

Latest annual report

Code of Conduct

6. DESCRIPTION OF THE RECORDS OF KRUGER LOWVELD CHAMBER OF BUSINESS AND TOURISM WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Memorandum of incorporation (Companies Act 71 of 2008)

PAIA Manual (Promotion of Access to Information Act 2 of 2000)

Privacy Notice (Promotion of Protection of Information Act No 4 of 2013)

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE KRUGER LOWVELD CHAMBER OF BUSINESS AND TOURISM

Strategic documents:	Annual Reports
	Strategic Plan
	Annual Performance Plan
HR Resources:	HR Policies and procedures
	Employee records
Financial Records:	Annual Financial Statements
Minutes:	Minutes of Board Meetings
	Minutes of Annual General Meetings

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Making accommodation and touring reservations
Registering members and clients in order to conduct business with them
Registering suppliers in order to conduct business with them
Providing victim support to tourists in distress
Employment procedures

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Customers / clients:	name, address, registration numbers, or identity numbers, employment status and bank details
Service providers:	name, registration number, vat numbers, address, trade secrets and bank details
Employees:	address, qualifications, gender and race

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Identity number and names for criminal checks	SAPS
Qualifications for verifications	SA Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Employment history	Potential future employer
Customer or supplier basic information	Referral to client

8.4 Planned transborder flows of personal information

Cloud back-up of all records

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Anti-virus and Anti-malware solutions

Information can only be requested to the Information Officer

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available –

9.1.1 on www.klcbt.co.za;

9.1.2 head office of the Kruger Lowveld Chamber of Business and Tourism for public inspection during normal business hours;

9.1.3 to any person upon request;

9.1.4 to the Information Regulator upon request.

10. UPDATING THE MANUAL

The CEO of Kruger Lowveld Chamber of Business and Tourism NPC will on a regular basis update this manual.

Issued by

Malinda Grimbeek

Information Officer

CEO

Kruger Lowveld Chamber of Business and Tourism NPC