



PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|---|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO“ | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000
As amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This 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 of 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 and Deputy 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 LEISURETRADE INVESTMENTS (PTY) Ltd t/a BON HOTEL BLOEMFONTEIN CENTRAL

3.1. Chief Information Officer

Name:	Petrus Hendrik van Rooyen
Tel:	051 403 8000
Email:	gm@bhbloemfonteincentral.co.za
Fax number:	051 44 77 102

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Tersia Swart
Tel: 051 403 8000
Email: acc@bhbloemfonteincentral.co.za
Fax Number: 051 44 77 102

- 3.3 Access to information general contacts

Email: reservations@bhbloemfonteincentral.co.za

- 3.4 **National or Head Office**

Postal Address: P O Box 2212
Bloemfontein
9300

Physical Address: Bloem Plaza
East Burger Street
Bloemfontein
9301

Telephone: 051 403 8000

Email: rev@bhbloemfonteincentral.co.za

Website: www.bonhotels.com/bloemfonteincentral

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 PAIA¹ and section 56 of POPIA²;
- 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 11³; and
- 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 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;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 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 14⁵ and 51⁶ 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 15⁷ and 52⁸ 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 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

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/inforeg/>).

4.6 A copy of the Guide is also available in the following official languages, for public inspection during normal office hours-

4.6.1 English

5. CATEGORIES OF RECORDS OF LEISURETRADE INVESTMENTS (PTY) Ltd t/a BON HOTEL BLOEMFONTEIN CENTRAL WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Bookings	<ul style="list-style-type: none"> • Brochures • Rates and prices • Room configuration • Functions facilities • Dining facilities • Menu's • Wine lists • Photo gallery • Packages and Promotions • Reservation deposit and cancellation policies • Booking on line • Products and services • Location and directions • Contact details 	<ul style="list-style-type: none"> X X X X X X X X X X x x 	<ul style="list-style-type: none"> x x x

6. DESCRIPTION OF THE RECORDS OF LEISURETRADE INVESTMENTS (PTY) Ltd t/a BON HOTEL BLOEMFONTEIN CENTRAL WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA / POPIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY LEISURETRADE INVESTMENTS (PTY) Ltd t/a BON HOTEL BLOEMFONTEIN CENTRAL

Subjects on which the body holds records	Categories of records
Secretarial / Legal	<ul style="list-style-type: none"> • General contracts • Statutory records • Incorporation documents • Building plans and or alterations • Construction contracts and architectural drawings • Licences • Registrations • Insurance details • Certificates • Permits • Minutes of meetings • Title Deeds • Organogram • Management Agreements • Leases • Limits of Authority • Registered trademarks, trade names, protected names and other copyright items
Human Resources	<ul style="list-style-type: none"> • Employee records • Attendance registers • Employee remuneration • Contracts of employment • Employment equity reports • Employee Policies and Procedures • Pension and Provident Fund details • Employee Code of Conduct • Training records • Employee insurance schemes • Employee Disciplinary Codes

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> • Health & Safety records • Unemployment Insurance • Collective Agreements • BBBEE Verification Certificate
Financial	<ul style="list-style-type: none"> • Audited financial statements • Taxation records • Debtor records and agreements • Creditor records and agreements • Auditor reports • Asset register • Management accounts • Banking details • Insurance documentation • Information technology
Liquor and Gaming	<ul style="list-style-type: none"> • Liquor licences
Front of House	<ul style="list-style-type: none"> • Guest database • Guest history • Guest accounts • Guest reservation data • Reservation deposit and cancellation policies • Management information reports • Statistical data

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

As per legislation accommodation establishment need personal information of the person booking accommodation.

Personal information of staff is also processed for HR and payroll purposes.

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

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, 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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Names, surnames, and contact number	3 rd party suppliers/service providers for services requested by guest e.g., transport.

8.4 Planned trans-border flows of personal information

Trans border flow of information may take place in the event of foreigners booking accommodation with our establishment.

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

NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.bonhotels.com/bloemfonteincentral;

9.1.2 head office of Leisuretrade Investments (Pty) Ltd t/a BON Hotel Bloemfontein Central for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of Leisuretrade Investments (Pty) Ltd t/a BON Hotel Bloemfontein Central will on a regular basis update this manual.

Issued by

Petrus Hendrik van Rooyen

Managing Director