



NightsBridge Access to Information Manual

NightsBridge is a technology provider to independent accommodation establishments, allowing channel management of inventory and bookings with the establishment in real time. (Our website describes what we do in detail.)

The purpose of this manual is to assist those who wish to access information from NightsBridge (LEAP) in terms of *The Promotion of Access of Information Act 2 of 2000* (PAIA).

This PAIA Manual provides an outline of the type of record and the personal information we hold and explains how to submit requests for access to these records in terms of PAIA. In addition, it explains how to access or object to personal information we hold, or how to request the correction of personal information held, in terms of sections 23 and 24 of the Protection of Personal Information Act, 2013 (POPIA).

Request for information:

If a person or entity requests access to information as contemplated in the Act, the request should be directed to:

- Theresa Emerick (Managing Director)
- E-mail: md@nightsbridge.co.za
- Telephone: +27 (0) 21 790 9910

For guidance, you may contact the Information Regulator:

- Web: www.inforegulator.co.za
- Postal address: PO Box 3153, Braamfontein, Johannesburg 2001
- Telephone: +27 (0) 10 023 5200
- E-mail: enquiries@inforegulator.org

Organisation details:

- a. Name:**
NightsBridge South Africa (Pty) Ltd
- b. Postal Address:**
PO Box 26134
Hout Bay
7872
- c. Physical Address:**
62 Victoria Road
Hout Bay
7872

d. Contact details:

Tel: +27 (0) 21 790 9910

Fax: 086 582 1927

E-mail: md@nightsbridge.co.za

Records available without requiring request to access:

| Type of record | How you can access it |
|-----------------------------|---|
| Memorandum of Incorporation | https://bizportal.gov.za |
| Directors' names | https://bizportal.gov.za |
| Documents of Incorporation | https://bizportal.gov.za |
| Banking details | Request by email |
| Information on our website | Visit our website |
| Newsletters | Subscribe as a client |

Company Records Classification Key:

| Classification Number | Access | Classification (PAIA Section) |
|-----------------------|----------------------|--|
| 1 | May be disclosed | Public access document |
| 2 | May not be disclosed | Request for, or after commencement of, criminal or civil proceedings [s7] |
| 3 | May be disclosed | Subject to copyright |
| 4 | Limited disclosure | Personal information that belongs to the requester of that information [s61] |
| 5 | May not be disclosed | Unreasonable disclosure of personal information of natural person [s63(1)] |
| 6 | May not be disclosed | Likely to harm the commercial or financial interests of third party [s64(a)(b)] |
| 7 | May not be disclosed | Likely to harm a third party in contract or other negotiations [s64(c)] |
| 8 | May not be disclosed | Would breach a duty of confidence owed to a third party in terms of an agreement [s65] |
| 9 | May not be disclosed | Likely to compromise the safety of individuals or protection of property [s66] |
| 10 | May not be disclosed | Legally privileged document [s67] |

| | | |
|----|----------------------|--|
| 11 | May not be refused | Environmental testing / investigation which reveals public safety / environmental risks [s64(3)] |
| 12 | May not be disclosed | Commercial information of private body [s68] |
| 13 | May not be disclosed | Likely to prejudice research and development information of the Adapt IT or a third party [s69] |
| 14 | May not be refused | Disclosure in public interest [s70] |

Company Records Availability:

The following is a list of documents or data we do not automatically make available, but may be requested. We keep these records in electronic or physical format.

| Category | Type of Record | Classification |
|-------------------|--|----------------|
| Finance | Financial Statements and Management Accounts | 12 |
| | Financial and Tax Records (LEAP) | 4, 12 |
| | Asset Register | 12 |
| HR | Employee Records | 4, 5, 9 |
| | Employment Contracts | 4, 5 |
| | Policies and Procedures | 4 |
| | Payroll Records | 4, 5 |
| | Leave Records | 4, 5 |
| | Training Records | 4, 5 |
| | Employee Medical Records | 4, 5, 8 |
| | Disciplinary Records | 4, 5, 9 |
| Business | Client Records | 12 |
| | Clients' Business Databases | 4, 6, 8, 12 |
| Operations | Training Manual | 12 |
| | Sales Information | 12 |
| | Agreements and Documents | 8, 12 |
| | Customer Communications Records (CRM) | 4, 12 |
| Corporate | PAIA Manual | 1 |
| | Public Corporate Records | 1 |
| | Services and Brochures | 1 |

Information available in terms of other legislation:

We retain records and documents in terms of the legislation listed here. These records and information may be made available on request, subject to this Manual, unless disclosure is prohibited in terms of legislation, agreement or otherwise.

- (a) Basic Conditions of Employment 75 of 1997.
- (b) Companies Act 71 of 2008.
- (c) Compensation for Occupational Injuries and Health Diseases Act 130 of 1993.
- (d) Consumer Protection Act 68 of 2008.
- (e) Employment Equity Act 55 of 1998.
- (f) Income Tax Act 95 of 1967.
- (g) Labour Relations Act 66 of 1995.
- (h) Occupational Health and Safety Act 85 of 1993.
- (i) Promotion of Access to Information Act 2 of 2000.
- (j) Unemployment Insurance Act 63 of 2001.
- (k) Value Added Tax Act 89 of 1991.
- (l) Statutory Returns and Statutory Records.

Processing of Personal Information

a. The Purpose of Processing Personal Information

We process personal information for a number of reasons including, but not limited to, the following:

- To perform services.
- To maintain records.
- For employment purposes.
- To assist us in detecting and preventing fraud.

b. Categories of Data Subjects and Personal Information Processed by NightsBridge:

| Categories of Data Subject | Personal Information Processed |
|-----------------------------|---|
| Client and Potential Client | Client personal information Client location information Client business information |
| Partners / Channels | Personal information of supplier/partner and their representatives |
| Employees | Attendance records Employee personal information Employee medical information Employee contracts Employee performance records Payroll records Electronic access records Training records Employment history Credit check consent |
| Job Applicants | Curriculum vitae Application letters |

c. Sharing of Personal Information

We do not share personal information with third parties, except if:

- We're obliged to provide the information for legal or regulatory purposes.
- We're required to do so for existing or future legal proceedings.
- We're involved in the prevention of fraud, loss, bribery or corruption.
- A third party performs services and processes personal information on our behalf.
- A client requests the sharing of their personal information with a third party provider they wish us to integrate to.

All our employees are required to sign, and adhere to, data privacy and confidentiality principles and to attend data privacy training.

How you can request access:

To comply with our obligations, we have appointed an information officer. To request access to a record, please complete Form B.

Please submit this form (together with the request fee we explain below), to our information officer's e-mail address, or to our physical address.

The form must:

- provide sufficient particulars to enable the information officer to identify you and the requested records;
- indicate which form of access is required;
- specify your postal address, e-mail address or fax number;
- describe the right you are trying to exercise or protect;
- provide an explanation of why the requested record is required for the exercise or protection of that right;
- tell us of any other way you would like to be informed of our decision other than in writing;
- provide proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide if this is satisfactory proof).

If you do not use the standard form, we may either reject the request due to lack of procedural compliance, or refuse it if you do not provide sufficient information, or delay it.

How we will provide access:

We will evaluate and consider all requests. If we approve your request, we will decide how to provide access to you - unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

Costs involved:

Request fees:

The law prescribes a request fee which you need to pay us when you make a request. You need to pay the fee before we give you access. You will receive a notice from our information officer upon your request, outlining the application procedure.

Access fees:

If we grant the request, you will have to pay us a further access fee as the law prescribes. This includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee. The access fee will provide for:

- The costs of making the record, or transcribing the record,
- A postal fee (if applicable), and
- The reasonable time we need to search for the record and prepare the records for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

Table of Fees:

| Item | Description | Amount |
|------|---|--|
| 1 | Request fee, payable by every requester. | R140.00 |
| 2 | Photocopy or printed black & white copy for every A4 page. | R2.00 per page or part of the page |
| 3 | Printed copy of A4-size page. | R2.00 per page or part of the page |
| 4 | For a copy in a computer-readable form on: - a flash drive (provided by the requester) - a compact disc (CD) if the requester provides the CD - a compact disc (CD) if we provide the CD | R40.00 R40.00 R60.00 |
| 5 | For a transcription of visual images, for an A4-size page or part of the page: | This service will be outsourced. The fee will depend on the quotation from the service provider. |
| 6 | For a copy of visual images. | This service will be outsourced. The fee will depend on the quotation from the service provider. |
| 7 | For a transcription of an audio record, per A4-size page. | R24.00 |
| 8 | For a copy of an audio record on a flash drive (provided by the requester) | R40.00 |
| | For a copy of an audio record on compact disc (CD) if the requester provides the CD. | R40.00 |
| | For a copy of an audio record on compact disc (CD) if we provide the CD. | R60.00 |
| 9 | For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure. | R145.00 The search and preparation fee cannot exceed: R435.00 |
| 10 | Deposit: if the search exceeds 6 hours. | One-third of the amount per request. It is calculated in terms of items 2 to 8 above. |
| 11 | Postage, e-mail or any other electronic transfer. | Actual expense, if any. |

Grounds for refusing access:

We may have to refuse you access to certain records in terms of PAIA, for example, to protect other people's privacy or business interests. Examples of this can be seen in the Company Records Classification Key.

Our decision to provide access:

We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to provide access to that record.

Remedies available if we deny your request to access:

If we deny your request for access, you may:

- Apply to a court with appropriate jurisdiction, or
- Complain to the Information Regulator

How we process and protect personal information:

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy or ask our information officer for a copy.

Availability of this Manual:

This manual is available in English in electronic format on our website and in physical format at the reception of our company offices.

Updates to this Manual:

We will update this manual whenever we make material changes to it.

Attribution note:

For plain language examples we referred to PAIA documentation made available by Michalsons (michalsons.com), in their Lean PAIA Manual for Private Bodies. With thanks and acknowledgement.

<https://www.michalsons.com/focus-areas/information-technology-law/access-to-information-paia/paia-manual-your-organisation>