



PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act 2 of
2000 (as amended)**

**For
South African National Parks
(SANParks)**

DATE OF COMPILATION: 01/07/2026

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1. DEFINITIONS AND INTERPRETATIONS

1.1. In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

- 1.1.1. **Board** means the Board of South African National Parks (SANParks) referred to in section 57 of the National Environmental Management: Protected Areas Act, 2003 (Act No. 57 of 2003);
- 1.1.2. **Constitution** means the Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996);
- 1.1.3. **Data Subject** means the individual or entity to whom the Personal Information relates, as fully described in section 1 of POPIA;
- 1.1.4. **Deputy Information Officer** means a person who has been duly delegated and designated by the Information Officer of a public body in terms of section 17 of PAIA and section 56 of POPIA to perform or assist in the performance of the duties and responsibilities imposed by these statutes;
- 1.1.5. **Information Officer** for a public entity, this means the Chief Executive Officer (CEO), or the person acting in that capacity;
- 1.1.6. **Manual** means this PAIA manual as amended from time to time;
- 1.1.7. **Minister** means the Cabinet member responsible for national environmental management;
- 1.1.8. **Organization** means SANParks;
- 1.1.9. **PAIA** means the Promotion of Access to Information Act, 2000 (Act No.2 of 2000);
- 1.1.10. **Personal Information** means information relating to a person/or entity that identifies that person or entity i.e. contact details, physical address, company logo, medical and financial, employment and educational history, age, sex, race, ethnicity, email addresses, phone messages, biometric information of a person, personal opinions/views/preferences of the person etc.;
- 1.1.11. **POPIA** means the Protection of Personal Information Act, 2013 (Act No. 4 of 2013);

- 1.1.12. **Requester** means natural or juristic person requesting access to information. A requester also refers to the person making a request on behalf of somebody else;
- 1.1.13. **Responsible Party** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information, as fully described in section 1 of POPIA and for our purpose, SANParks is the Responsible Party;
- 1.1.14. **SANParks** means South African National Parks, a statutory body established in terms of the now repealed National Parks Act No.57 of 1976 and continuing to exist in terms of section 54(1) of the National Environmental Management: Protected Areas Act 57 of 2003 (as amended).
- 1.2. Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time.
- 1.3. If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document.
- 1.4. Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document.
- 1.5. Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day.
- 1.6. Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be.
- 1.7. The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example.
- 1.8. Insofar as there is a conflict in the interpretation of or application of this document and PAIA, PAIA shall prevail.

- 1.9. This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in PAIA. A requester is advised to familiarise his/her/itself with the provisions of PAIA before lodging any request with the company.

2. INTRODUCTION

- 2.1. The right of access to information is a fundamental cornerstone of a transparent, accountable, and participatory democracy. Section 32(1)(a) of the Constitution of the Republic of South Africa, 1996, provides that “*everyone has the right of access to any information held by the state.*” This right is instrumental in ensuring that public bodies remain open to scrutiny and are accountable to the public they serve.
- 2.2. In order to give effect to this constitutional right, the PAIA, was enacted. PAIA seeks to foster a culture of transparency and accountability in public and private bodies by requiring them to actively promote access to information.
- 2.3. It further establishes mechanisms and procedures to enable members of the public to request access to records and information held by such bodies, subject to justifiable limitations aimed at protecting important interests, including the protection of privacy and the effective functioning of public administration.
- 2.4. Section 14 of PAIA specifically imposes an obligation on all public bodies to compile and make available a manual that provides information about:
- 2.4.1. the structure, functions, and services of the public body;
 - 2.4.2. the contact details of information officers;
 - 2.4.3. the categories of records held by the body;
 - 2.4.4. procedures to facilitate a request for access to records;
 - 2.4.5. information that is automatically available without the need for a formal request;
and
 - 2.4.6. any other relevant information that may assist the public in exercising their right of access.
- 2.5. This manual is prepared in compliance with the obligations set out in PAIA and aims to assist individuals in understanding how to access information held by SANParks. SANParks is committed to promoting openness and accountability by ensuring that access to information is facilitated efficiently, fairly, and in accordance with the law.

3. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to-

- 3.1. check the nature of the records which may already be available at SANParks, without the need for submitting a formal PAIA request;
- 3.2. have an understanding of how to make a request for access to a record of SANParks;
- 3.3. access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 3.4. know all the remedies available from SANParks regarding request for access to the records, before approaching the Regulator or the Courts;
- 3.5. the description of the services available to members of the public from SANParks, and how to gain access to those services;
- 3.6. a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.7. if SANParks 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;
- 3.8. know if SANParks 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
- 3.9. know whether SANParks has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be processed.

4. ESTABLISHMENT OF SANPARKS

- 4.1. SANParks was initially established in terms of the now repealed National Parks Act, 57 of 1976 and continues to exist in terms of the National Environmental Management: Protected Areas Act, 57 of 2003 (NEM: PAA).

4.2. Constitutional Mandate

- 4.2.1. Section 24(b) of the Constitution of the Republic of South Africa (Act 108 of 1996) underpins the SANParks mandate, which states that:

“Everyone has the right –

- a) To an environment that is not harmful to their health or well being; and*
- b) To have the environment protected for the benefit of present and future generations through reasonable legislative and other measures that:*
 - (i) prevent pollution and ecological degradation;*
 - (ii) promote conservation; and*
 - (iii) secure ecologically sustainable development and use of natural resources, while promoting justifiable economic and social development.”*

4.3. Legislative Mandate

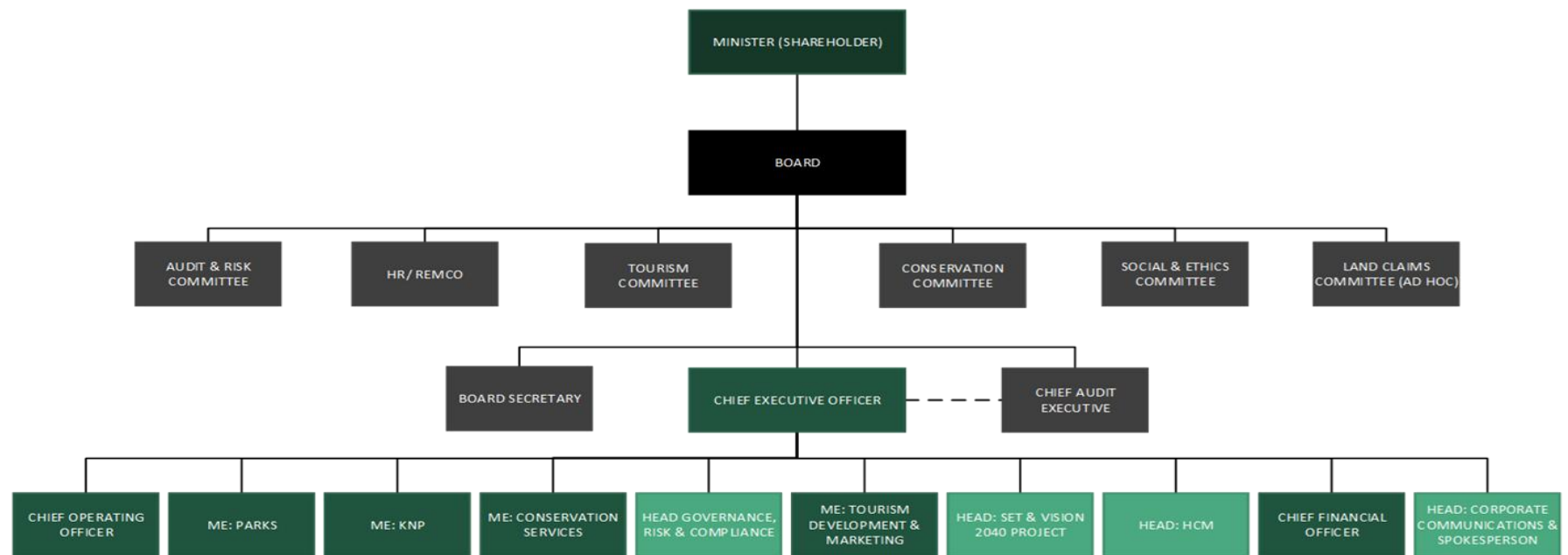
- 4.3.1. SANParks operates within a framework of legislative and regulatory mandates that guide its conservation, management, and governance efforts. In terms of NEM: PAA, SANParks is mandated to conserve, protect, control and manage national parks and other defined protected areas and their biological diversity (biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999) and is listed as a Schedule 3 Part A: 25 public entity.
- 4.3.2. The National Environmental Management Act (No. 107 of 1998) (NEMA) serves as the cornerstone of South Africa’s environmental governance framework, establishing principles of sustainable development, public participation, and cooperative governance. NEMA underpins the activities of SANParks by enforcing environmental management principles that ensure environmental rights and responsibilities are upheld across all operations.
- 4.3.3. The National Environmental Management Amendment Acts (2003, 2004, 2008) build on NEMA by introducing measures for compliance and enforcement while streamlining environmental authorisation processes. These Acts enhance the role of environmental management inspectors (EMIs), granting them powers to act as peace officers. This ensures the integration of environmental management requirements across multiple sectors, including mining and water resources.
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- 4.3.4. The SANParks biodiversity and conservation mandate is rooted in a robust legislative framework that ensures the protection and sustainable use of South Africa's natural heritage. The National Environmental Management: Biodiversity Act, 2004 (No. 10 of 2004) provides a comprehensive foundation for managing the country's biodiversity. It focuses on protecting threatened species and ecosystems, promoting the sustainable use of biological resources, and ensuring the fair and equitable sharing of benefits derived from bioprospecting.
- 4.3.5. In alignment with these efforts, the World Heritage Convention Act, 1999 (No. 49 of 1999) safeguards South Africa's World Heritage Sites, ensuring their protection and sustainable development. Integrating national legislation with the United Nations Educational, Scientific and Cultural Organization (UNESCO) World Heritage Convention supports the conservation of areas recognised for their cultural and natural significance. Together, these statutes guide SANParks in fulfilling its mission of conserving biodiversity and protecting areas of ecological and cultural importance for future generations.
- 4.3.6. The SANParks marine and coastal management mandate is guided by a legislative framework aimed at ensuring the sustainable use and conservation of South Africa's coastal and marine environments. The National Environmental Management: Integrated Coastal Management Act, 2008 (No. 24 of 2008) establishes measures for the sustainable development and conservation of coastal and estuarine environments. It promotes responsible coastal management by addressing pollution, controlling access, and conserving marine ecosystems.
- 4.3.7. The Marine Living Resources Act, 1998 (No. 18 of 1998) governs the sustainable use and conservation of marine living resources. While most powers under this Act now rest with the Department of Forestry, Fisheries and the Environment, SANParks remains responsible for managing marine protected areas and ensuring the environmental sustainability of marine ecosystems.
- 4.3.8. Additionally, the Sea Shore Act, 1935 (No. 21 of 1935) declares state ownership of the seashore and territorial waters, granting SANParks authority over coastal protected areas. This Act underpins the role of SANParks in enforcing conservation measures along the coastline, protecting these critical habitats for future generations. Together, these laws form the foundation of the efforts undertaken by SANParks to preserve South Africa's marine and coastal biodiversity.

5. THE STRUCTURE OF SANPARKS

5.1. Structure

HIGH LEVEL SANPARKS MACRO STRUCTURE



5.2. Functions

The functions of SANParks can be summarized into three key pillars:

- 5.2.1. **Sustainable Conservation:** Sustainable biodiversity and cultural heritage across land and sea deliver benefits for the people of South Africa and the world, now and in the future. This is implemented through the Operations in Parks and Kruger National Park; the Special Projects and Infrastructure Programmes; and Conservation Services.
- 5.2.2. Sustainable Conservation is implemented through:
 - 5.2.2.1. Protected Areas expansion, which is aligned with the National Protected Area Expansion Strategy and the SANParks land inclusion plan;
 - 5.2.2.2. effective and efficient management of all national parks and other Protected Areas assigned to SANParks;
 - 5.2.2.3. degraded ecosystems rehabilitation;
 - 5.2.2.4. climate change vulnerability reduction and climate resilience improvements;
 - 5.2.2.5. a framework towards the improved management of aquatic systems;
 - 5.2.2.6. a framework for the improved management of cultural heritage developed;
 - 5.2.2.7. sustainable populations of species of special concern monitored and maintained;
 - 5.2.2.8. contribution to improved wildlife management and wildlife populations of the African range stated sustained; and
 - 5.2.2.9. wildlife and environmental crime in national parks and other Protected Areas reduced.
- 5.2.3. **Diverse and Responsible Tourism:** the purpose of Diverse and Responsible Tourism is to enhance tourism in order to maximise economic returns, social and environmental benefits, by creating diversified and better tourism products for people to enjoy, visit and appreciate. This is implemented through a number of interrelated units that drive specific tourism-related functions across the organisation.

- 5.2.3.1. Eco-tourism Development: Providing nature-based tourism services, including accommodation and activities, to connect people with nature.
- 5.2.3.2. Revenue Generation: Generating income through tourism to supplement government funding for conservation.
- 5.2.3.3. Public-Private Partnerships: Managing contracts for tourism services to enhance economic returns.
- 5.2.3.4. Marketing and Education: Promoting parks to visitors and providing environmental education programs.
- 5.2.4. **Socio-Economic Transformation**: SANParks recognises that most of its national parks are located in rural areas with limited opportunities for development, high levels of poverty, unemployment and inequalities. It also acknowledges the injustices of the past which saw most of these national parks established on land dispossessed from the rightful owners during the apartheid laws. SANParks aims to bring about transformation within surrounding communities by providing increased opportunities to engage and reap benefits from SANParks' business, and facilitate training aimed at creating awareness and enhancing knowledge and skills of targeted groups. This includes:
 - 5.2.4.1. transformation of wildlife economy through increased previously disadvantaged individuals participation;
 - 5.2.4.2. improved participation of PDIs in SANParks;
 - 5.2.4.3. increased access to education and skills development opportunities;
 - 5.2.4.4. sustained Corporate Social Investment towards community development; and
 - 5.2.4.5. improved participation of land claimants in SANParks' business.

6. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SANPARKS

- 6.1. In terms of PAIA and POPIA, the Chief Executive Officer of a public body is automatically designated as the Information Officer. The contact details of the Information Officer are listed below whilst the full information is available on SANParks' website: <https://www.sanparks.org/corporate>

6.2. Information Officer:

The Chief Executive Officer

Telephone: (012) 426 5000/2

Email: ceo@sanparks.org/ liz.mahlangu@sanparks.org

Deputy Information Officer:

The General Manager: Legal Services

Telephone: (012) 426 5000/59/76

Email: fahlaza.monaledi@sanparks.org/ honey.lawrence@sanparks.org

6.3. Access to information general contacts:

Email: paiaapplications@sanparks.org

6.4. Head office:

Postal Address: P O Box 787, Pretoria, 0001

Physical Address: 643 Leyds Street, Muckleneuk, Pretoria., 0002

Telephone: 012 426 5000

Website: <https://www.sanparks.org>.

7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY SANPARKS

7.1. Internal Appeal Process

7.1.1. SANParks does not have an internal appeal procedure.

7.2. Approaching the Information Regulator or any Regulatory Body

7.2.1. A requester (or third party where applicable) may seek relief from the Information Regulator in respect of the following decisions of the Information Officer:

7.2.1.1. refusal or partial refusal of the request for access;

7.2.1.2. the amount of fees required to be paid;

7.2.1.3. refusal to grant request to waive the fees;

7.2.1.4. failure to disclose records;

- 7.2.1.5. the extension of the period which the information will be furnished; and
- 7.2.1.6. provides access to a record in a form different from the one originally requested.

7.3. Approaching any Court with jurisdiction for appropriate relief

- 7.3.1. A requester (or third party where applicable) may seek relief from any Court with appropriate jurisdiction in respect of the following decisions of the Information Officer:
 - 7.3.1.1. refusal or partial refusal of the request for access;
 - 7.3.1.2. the amount of fees required to be paid;
 - 7.3.1.3. refusal to grant request to waive the fees;
 - 7.3.1.4. failure to disclose records;
 - 7.3.1.5. the extension of the period which the information will be furnished; and
 - 7.3.1.6. provides access to a record in a form different from the one originally requested.
- 7.3.2. All legal processes must be served on the Information Officer and / or the Deputy Information Officer.

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

- 8.1. The Regulator has, in terms of section 10(1) of PAIA, 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.
- 8.2. The Guide is available in each of the official languages.
- 8.3. The aforesaid Guide contains the description of-
 - 8.3.1. the objects of PAIA and POPIA;
 - 8.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 8.3.2.1. the Information Officer of every public body, and

- 8.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 8.3.3. the manner and form of a request for-
 - 8.3.3.1. access to a record of a public body contemplated in section 11; and
 - 8.3.3.2. access to a record of a private body contemplated in section 50;
- 8.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 8.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 8.3.6. 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-
 - 8.3.6.1. an internal appeal;
 - 8.3.6.2. a complaint to the Regulator; and
 - 8.3.6.3. 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;
- 8.3.7. 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;
- 8.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 8.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 8.3.10. the regulations made in terms of section 92.
- 8.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours.
- 8.5. The Guide can also be obtained-
 - 8.5.1. upon request to the Information Officer or head of the private body, using Form 1 available at <https://info regulator.org.za/paia-forms/>;

- 8.5.2. upon request, to the Information Regulator, by sending Form 1 (a request for a copy of the Guide) to- PAIACompliance@infoRegulator.org.za; and
- 8.5.3. from the website of the Regulator (<https://infoRegulator.org.za/paia-guidelines/>).

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY SANPARKS

Subject on which SANParks holds records	Categories of records held on each subject
Statutory and Regulatory Framework	National Environmental Management: Protected Areas Act, 57 of 2003 (as amended); Regulations for the Proper Administration of Special Nature Reserves, National Parks and World Heritage Sites; Regulations for the Proper Administration of the Knysna Protected Environment
Strategic Documents, Plans	Annual Reports; Strategic Plans; Annual Performance Plan; (available online on the website www.sanparks.org)
Organisational records	All trust deeds; Minutes of meeting of the Board of SANParks and Executive Management Committee and other Committees in the organisation; Delegation of Authority; Organisation Structure; Policy Development and Review; Correspondence with Stakeholders; Policies.
Reports	Statutory Reporting; Kruger Impact Report; SANParks Research Report
Publications	Koedoe – the scientific journal for African protected areas conservation and science; Series of blogs on work within Scientific Services; Go Wild; Brochures

Appointment	Auditors; Bid Specification Committee; Bid Evaluation Committee Bid Adjudication Committee; Service Providers.
Financial Management	Financial Accounting; Financial Statements; Accruals; Property, Plant and Equipment; Intangible Assets; Budgets; Enterprise and Supplier Development; Fruitless, Wasteful and Irregular Expenditure; PAYE Records; Documents issued to employees for income tax purposes; Records of payments made to SARS on behalf of employees; All other statutory compliances; Value-Added Tax; Regional Services Levies; Skills Development Levies; Unemployment Insurance Fund; Workmen's Compensation
Conservation	Park and MPA Management Plans, Park Expansions, Request for Declarations and Withdrawals, Property Valuations, Contractual Park Agreements, Park Management Agreements, Biodiversity Offset Agreements, Carbon Credit Feasibilities, Cultural Heritage Assessments, Heritage Documentaries, Cultural Heritage Information and Artefacts, Heritage Sites, Museum Exhibitions, Wildlife Populations and Meta Populations, Sustainable Resource, Wildlife Offtake and Utilisations, Wildlife Economy, Species of Special Concern, Biodiversity Monitoring, Peer-reviewed Publications, Research Projects, Research Reports, Vegetation Studies, Climate Change Vulnerability Assessments, Wildlife Anti-poaching Information, Environmental Crime

	Surveillance and Technology Information, and Firearm Reports.
Personnel documents and records	Accident books and records; Address Lists; Disciplinary Code and Records; Employee benefits arrangements rules and records; Employment Contracts; Employment Equity Plan; Forms and Applications; Grievance Procedures; Leave Records; Medical Aid Records; Payroll reports/ Wage register; Pension Fund Records; Safety, Health and Environmental records; Salary Records; SETA records; Standard letters and notices; Training Manuals; Training Records; Workplace and Union agreements and records.
Supply Chain Management	Bid documents, quotations, Bid committees' minutes and resolutions (electronic committee recordings); Standard Terms and Conditions for supply of services and products; Contractor, client and supplier agreements; Lists of suppliers, products, services and distribution; and Policies and Procedures.
Marketing and Sales	Customer details; Credit application information; Information and records provided by a third party; Advertising and promotional material
Risk Management and Audit	Audit reports; Risk management frameworks; Risk management plans; Fraud Prevention and Whistleblowing; Ethics management; Conflict of Interest Management

Safety, Health and Environment	Complete Safety, Health and Environment Risk Assessment; Environmental Managements Plans; Inquiries, inspections, examinations by environmental authorities.
Legal Services	Legal advise; Litigation; Contracts; Compliance; Compliance Notices
ICT	ICT records include, but are not limited to: policies, standards, procedures and guidelines governing the use of SANParks information systems and devices (including computers, mobile devices and networks); information security governance documentation; disaster recovery, business continuity and backup/restore plans and related test reports; hardware and software asset registers and configuration records; system architecture, technical documentation, user guides and manuals for ICT platforms and applications; access management and acceptable-use documentation; project and change implementation documentation (including plans and approvals); software licensing and subscription records; and other system documentation, operational records and manuals

10. THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF SANPARKS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

10.1. The Information Officer has compiled a notice outlining the categories of records held by SANParks that are available without the need for a formal request for access through the completion of Form 2. The aforementioned information is readily accessible to the public and may be obtained either at the head office or via SANParks' official website: <https://www.sanparks.org>.

11. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM SANPARKS AND HOW TO GAIN ACCESS TO THOSE SERVICES

11.1. SANParks provides accommodation and day visit services in national parks to members of the public.

11.2. How to gain access to these services

To gain access to the services of SANParks, use can be made of the following channels:

11.2.1. **Corporate SANParks website** www.SANParks.org. The website offers:

- 11.2.1.1. comprehensive information about the parks and their accommodation type;
- 11.2.1.2. accommodation availability check for any date(s) for the next 12 months, along with a list of accommodation available for the next weekend at any given time; and
- 11.2.1.3. online (24/7) bookings facility enabling the public to select, pay and confirm an accommodation reservation in one e-commerce transaction, pay outstanding fees for bookings made via other channels, cancel a reservation or update personal details.

11.2.2. **Pretoria central reservations:**

- 11.2.2.1. Tel: (012) 428-9111
- 11.2.2.2. Fax: (012) 343 0905
- 11.2.2.3. Day visits can generally be arranged at the entrance gates to national parks. In peak and other times limitations are placed on the number of day visitors allowed into national parks and prospective visitors are urged to make prior reservations to avoid disappointment.

12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY SANPARKS

12.1. At SANParks, arrangements for public involvement would include:

- 12.1.1. **Nomination of members of the Board** - in terms of the National Environmental Management: Protected Areas Act members of the public can nominate persons for appointment to the Board and be so nominated.

- 12.1.2. **Public participation in terms of environmental laws** - the public may participate in all environmental impact assessment and Park Management Plan processes SANParks is required to undertake by law.

13. PROCESSING OF PERSONAL INFORMATION

13.1. Purposes of Processing:

- 13.1.1. to support sales and marketing activities;
- 13.1.2. to support recruitment and management of staff;
- 13.1.3. to support engagement with Service Providers and clients;
- 13.1.4. to support engagement with the general public;
- 13.1.5. to support engagement with investors and the media; and
- 13.1.6. to comply with tax laws and laws in general.

13.2. 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
Natural Persons (customers and general public)	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Identity Number; Drivers license; Tax related information, Nationality, Race, Gender, Marital status, employment history, financial information, criminal behaviour and confidential correspondence.
Juristic Persons (Suppliers, Service Providers, Partners; Investors)	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, tax information; VAT registration;

	scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; race; age; language; educational information (qualifications); financial information; employment history; residential, postal or business address; Identity Number; contact details (contact number(s), fax number, email address); criminal records; well-being and their relatives (family members) medical, gender; nationality; ethnic or social origin; sexual orientation, physical or mental health; disability; religion; conscience; belief; culture; biometric information of the person.

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

Category of personal Information	Recipients or Categories of Recipients
Identity number, names, registration numbers of Juristic Persons; VAT and Tax Numbers	Statutory authorities; Law enforcement; Tax authorities; Financial institutions; Medical schemes; Employee pension and provident funds; Industry bodies
Qualifications	Service Providers for qualification verifications.

13.4. Planned Trans-border Flows of Personal Information

- 13.4.1. Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa under certain conditions.
- 13.4.2. SANParks has no planned transborder flows of Personal Information and conducts its operations on the basis that Personal Information is hosted and processed within the Republic of South Africa. Should a cross-border transfer become necessary for lawful operational purposes, such transfer will be undertaken in strict

compliance with section 72 of POPIA and subject to appropriate safeguards and written agreements.

13.5. General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

- 13.5.1. Physical security measures
- 13.5.2. Cyber security measures
- 13.5.3. Training in information security
- 13.5.4. Policies in information security
- 13.5.5. Audits of information security
- 13.5.6. Any particular security framework implemented]

14. AVAILABILITY OF THE MANUAL

14.1. This Manual is made available in the following official language:

- 14.1.1. English;

14.2. SANParks is in the process of translating the Manual into Afrikaans and Sepedi.

14.3. A copy of this Manual or the updated version thereof, is also available as follows:

- 14.3.1. on the SANParks website www.sanparks.org;
- 14.3.2. at the head office of the public body for public inspection during normal business hours;
- 14.3.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 14.3.4. to the Information Regulator upon request.

14.4. 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.

15. UPDATING OF THE MANUAL

15.1. SANParks will, if necessary, update and publish this Manual annually.

Issued by



Ms Hapiloe Sello

Chief Executive Officer: SANParks