
PAIA Manual: Durbanville Wine Safari (Pty) Ltd

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended by the Protection of Personal Information Act 4 of 2013)

Date of compilation	10 October 2026
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1. List of acronyms and abbreviations

"Company" or "DWS"	Durbanville Wine Safari (Pty) Ltd, registration number 2024/280613/07
"DIO"	Deputy Information Officer
"IO"	Information Officer
"Minister"	Minister of Justice and Constitutional Development
"PAIA"	Promotion of Access to Information Act 2 of 2000 (as amended)
"POPIA"	Protection of Personal Information Act 4 of 2013
"Regulator"	Information Regulator (South Africa)
"Regulations"	Regulations relating to PAIA, GN R757 in GG 45057 of 27 August 2021
"Republic"	Republic of South Africa

2. Purpose of this PAIA manual

This manual helps members of the public to:

- 2.1 check the categories of records held by DWS that are available without a formal PAIA request;
- 2.2 understand how to request access to a record of DWS, by describing the subjects on which DWS holds records and the categories of records held on each subject;

- 2.3 know which records of DWS are available under other legislation;
- 2.4 find the contact details of the Information Officer, who will help with requests for access;
- 2.5 know about the Regulator's Guide on how to use PAIA and how to obtain it;
- 2.6 know whether DWS processes personal information, why it does so, and the categories of data subjects and of personal information involved;
- 2.7 know the recipients or categories of recipients to whom personal information may be supplied;
- 2.8 know whether DWS transfers or processes personal information outside the Republic; and
- 2.9 know whether DWS has appropriate security measures to protect the confidentiality, integrity and availability of personal information.

3. About Durbanville Wine Safari (Pty) Ltd

DWS is a private company incorporated in South Africa (registration number 2024/280613/07; not VAT-registered). It runs guided wine tours in the Durbanville wine valley under the name "Durbanville Wine Safari", including the Northern Line and Southern Line Wine Safari Tours. It also issues 2-for-1 tour vouchers to guests at Doorstep Blending Experience (DSB) events run by its related company, Doorstep Wines And Events (Pty) Ltd, which publishes its own PAIA manual.

4. Key contact details for access to information

4.1 Information Officer (head of the private body)

Name	Joss Terry
Capacity	General Manager, designated as head of the private body and Information Officer by written resolution of the board of directors
Telephone	082 759 2274
Email	bookings@durbanvillewinesafari.com
Fax	Not applicable

4.2 Deputy Information Officer

None designated.

4.3 Access to information general contact

Email: bookings@durbanvillewinesafari.com (subject line: "PAIA request")

4.4 Head office

Physical (operating) address	Protea Hotel Durbanville, 99 Jip De Jager Drive, Durbanville
Postal address	As above
Telephone	082 759 2274
Email	bookings@durbanvillewinesafari.com
Website	https://durbanvillewinesafari.com

5. Guide on how to use PAIA and how to obtain access to the Guide

5.1 The Regulator has, under section 10(1) of PAIA (as amended), updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily understandable form, for any person who wishes to exercise a right under PAIA or POPIA.

5.2 The Guide is available in each of the official languages and in braille.

5.3 The Guide describes:

- 5.3.1 the objects of PAIA and POPIA;
- 5.3.2 the postal and street address, phone number and, where available, email address of the Information Officer of every public body and every Deputy Information Officer of every public and private body designated under section 17(1) of PAIA and section 56 of POPIA;
- 5.3.3 the manner and form of a request for access to a record of a public body (section 11) and of a private body (section 50);
- 5.3.4 the assistance available from the IO of a public body under PAIA and POPIA;
- 5.3.5 the assistance available from the Regulator under PAIA and POPIA;
- 5.3.6 all remedies in law for an act or failure to act in respect of a right or duty under PAIA and POPIA, including how to lodge an internal appeal, a complaint to the

Regulator, and an application to court against a decision of the head of a private body;

- 5.3.7 the provisions of sections 14 and 51 requiring public and private bodies to compile a manual, and how to obtain access to a manual;
- 5.3.8 the provisions of sections 15 and 52 on voluntary disclosure of categories of records;
- 5.3.9 the notices issued under sections 22 and 54 about fees payable for requests; and
- 5.3.10 the regulations made under section 92.

5.4 Members of the public can inspect or copy the Guide at the offices of public and private bodies, including the Regulator, during normal working hours.

5.5 The Guide can also be obtained:

- 5.5.1 on request to the Information Officer of DWS; or
- 5.5.2 from the Regulator's website: <https://infoeregulator.org.za/paia-guidelines/>

5.6 A copy of the Guide is available at DWS's head office for public inspection during normal office hours in English and Afrikaans.

5.7 Information Regulator contact details: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 | Tel: 010 023 5200 | Toll-free: 0800 017 160 | Email: enquiries@infoeregulator.org.za | Complaints: <https://eservices.infoeregulator.org.za> | Website: <https://infoeregulator.org.za>

6. Categories of records available without a request for access

The following records are available without a formal PAIA request (section 52). No notice under section 52(2) has been published for DWS.

Category of records	Types of records	Available on website	Available on request
Public information about DWS	Tour descriptions, routes, itineraries, published prices and schedules; contact details	X	X
Customer-facing terms	Standard booking terms and conditions; 2-for-1 voucher terms and conditions	X	X
Privacy	Privacy policy / privacy notice, including the DSB voucher privacy policy	X	X

Category of records	Types of records	Available on website	Available on request
PAIA	This PAIA manual; the Regulator's Guide on how to use PAIA	X	X
Marketing material	Brochures, newsletters, social media posts, press releases	X	X

7. Records available in accordance with other legislation

DWS keeps records as required by the following legislation, where applicable. Access to these records may be available under that legislation or under PAIA.

Category of records	Applicable legislation
Memorandum of incorporation, CIPC registration certificates, register of directors, securities register, minutes and resolutions, annual returns, accounting records and annual financial statements	Companies Act 71 of 2008
Tax records, returns, assessments, tax clearance / compliance status PIN	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
VAT records (only if DWS registers for VAT; currently not registered)	Value-Added Tax Act 89 of 1991
Employment contracts, records of remuneration, working time, leave and attendance	Basic Conditions of Employment Act 75 of 1997
Disciplinary, grievance and retrenchment (s189) records	Labour Relations Act 66 of 1995
Employment equity records (where applicable)	Employment Equity Act 55 of 1998
UIF registration and contribution records	Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002
Skills development levy records (where applicable)	Skills Development Levies Act 9 of 1999; Skills Development Act 97 of 1998
Workplace injury and COIDA registration records	Compensation for Occupational Injuries and Diseases Act 130 of 1993

Category of records	Applicable legislation
Health and safety records, incident registers	Occupational Health and Safety Act 85 of 1993
Consumer records, promotional offer and voucher records, complaints	Consumer Protection Act 68 of 2008
Electronic transaction records, website disclosures	Electronic Communications and Transactions Act 25 of 2002
Records of processing, consents, data-subject requests, operator agreements	Protection of Personal Information Act 4 of 2013
PAIA manual and records of PAIA requests	Promotion of Access to Information Act 2 of 2000
B-BBEE affidavit / certificate	Broad-Based Black Economic Empowerment Act 53 of 2003
Tourist guide registration records	Tourism Act 3 of 2014
Transport operating licences/permits and contracts with transport operators (held by the contracted operator)	National Land Transport Act 5 of 2009
Liquor-related records (where applicable)	Liquor Act 59 of 2003; Western Cape Liquor Act 4 of 2008

8. Subjects on which DWS holds records and categories of records held on each subject

Subject	Categories of records
Company secretarial and governance	MOI; CIPC documents (COR14.1, COR14.3, COR15.1A); director and shareholder records; board resolutions and minutes; authorisations and proxies
Finance and accounting	Accounting records; annual financial statements; management accounts; bank statements; invoices and quotes; debtors and creditors; payment-processor records (PayGenius)
Tax	Income tax and employees' tax (PAYE) records; SARS correspondence; tax compliance status

Subject	Categories of records
Human resources and payroll	Employment and internship contracts; personnel files; ID numbers; bank details; tax numbers; PINs; timesheets; payroll and leave records; UIF and COIDA records; disciplinary and retrenchment records
Sales, bookings and customers	Booking records and booking-platform data (Activitar); guest names, emails and phone numbers; dietary requirements; payment records; tour manifests; customer correspondence and complaints; reviews
Vouchers and promotions	Voucher claim records (email address, voucher code, event, date and time of claim, marketing opt-in flag, redemption status); voucher terms and conditions
Marketing	Marketing lists and opt-in (consent) records; suppression (do-not-contact) list; campaign material; social media content
Suppliers, partners and operators	Contracts and correspondence with partner wine farms, transport operators (including Cape Wine Valley Tours (Pty) Ltd), venues, marketing agencies and service providers; supplier and partner contact details; credit applications
Insurance and risk	Insurance policies, schedules and certificates; claims; broker records of advice; incident reports
Legal and compliance	Contracts and agreements; licences, permits and registrations; legal correspondence; PAIA and POPIA records
Information technology	System access records; IT and security policies; service-provider agreements
Assets and premises	Asset registers; lease, parking and venue agreements; vehicle-related records

9. Processing of personal information

9.1 Purpose of processing personal information

DWS processes personal information only for lawful purposes connected to its business, including to:

- 9.1.1 take, manage and confirm tour bookings and deliver guided wine tours;
- 9.1.2 cater for guests' dietary requirements and keep guests safe on tours;
- 9.1.3 process and record payments and refunds;
- 9.1.4 issue, check and honour 2-for-1 tour vouchers, and prevent voucher fraud;

- 9.1.5 send direct marketing (news, specials and event invites), but only to people who have opted in, and honour unsubscribes;
- 9.1.6 respond to enquiries, complaints and requests from guests and the public;
- 9.1.7 recruit, employ, pay and manage staff and interns, and meet employment, tax, UIF and COIDA obligations;
- 9.1.8 manage relationships and contracts with suppliers, partner wine farms, transport operators and other service providers;
- 9.1.9 keep accounting, tax and statutory records;
- 9.1.10 manage insurance and claims; and
- 9.1.11 comply with the law, and establish, exercise or defend legal claims.

9.2 Categories of data subjects and of personal information processed

Category of data subjects	Personal information that may be processed
Guests and customers (tour bookers and participants)	Name; email address; phone number; dietary requirements (which may reveal health information or religious belief, processed with the guest's consent); booking details; payment and transaction records; correspondence; feedback
Voucher claimants	Email address; voucher code; event at which the voucher was claimed; date and time of claim; marketing opt-in flag; redemption status
Marketing subscribers	Name (if given); email address; opt-in (consent) record, including date, source and wording; unsubscribe status
Employees, interns and job applicants	Name; ID number; contact details; bank details; tax number; PINs; timesheets and attendance; remuneration; leave; employment contract and HR records; emergency contact
Suppliers, partners and service providers (and their contact persons)	Company name and registration number; contact persons' names, emails and phone numbers; bank details; invoices and contracts
Directors, shareholders and authorised representatives	Name; ID number; contact details; shareholding; resolutions and authorisations
Website and form users	Email address; technical data processed by the website host (e.g. IP address and browser type)

9.3 Recipients or categories of recipients of personal information

Category of personal information	Recipients or categories of recipients
Guest names, headcount and dietary requirements	Partner wine farms and venues; transport operator (Cape Wine Valley Tours (Pty) Ltd) – only what is needed to run the tour
Booking and payment records	Booking platform (Activitar); payment processor (PayGenius); bank (FNB)
Voucher claim and marketing records	Doorstep Wines And Events (Pty) Ltd (joint responsible party for the DSB voucher and joint marketing list); Google (Gmail, Google Sheets, Apps Script); Cloudflare (website hosting)
Staff HR and payroll information	SARS; Department of Employment and Labour (UIF, COIDA); accountant/tax practitioner (Recro Business Services); bank (salary payments)
Financial and accounting records	Accountant/tax practitioner (Recro Business Services); auditors or independent reviewers (if appointed); SARS; funders (e.g. sefa) where contractually required
Insurance and incident information	Insurers (e.g. ITOO Special Risks / Hollard; Genlib) and broker (Lyall Morgan & Associates)
Any personal information, where required by law	SAPS, courts, regulators (including the Information Regulator, National Consumer Commission and SARS) and other authorities, as required or permitted by law

DWS does not sell personal information. Service providers act as operators under written agreements that require confidentiality and security (POPIA s20–21).

9.4 Planned transborder flows of personal information

Some of DWS's service providers store or process personal information on servers outside the Republic, including Google (Google Workspace / Gmail / Google Sheets / Apps Script – data centres in the USA, the EU and elsewhere) and Cloudflare (global network).

Categories affected: guest, voucher-claimant and marketing-subscriber contact and booking information, and business records stored in Google Workspace. DWS transfers personal information outside the Republic only as permitted by section 72 of POPIA, for example where the recipient is subject to law, binding corporate rules or a binding agreement providing an adequate level of protection, or where the data subject consents or the transfer is necessary to perform a contract with the data subject.

9.5 General description of information security measures

DWS takes appropriate, reasonable technical and organisational measures to protect the confidentiality, integrity and availability of personal information (POPIA s19), including:

- encrypted (HTTPS/TLS) connections for its website, forms and online services;
- access to personal information limited to authorised people who need it for their work, with role-based permissions on shared drives and spreadsheets;
- strong passwords and two-factor authentication on email, cloud and booking/payment accounts;
- payment card data handled by the payment processor (PayGenius), not stored by DWS;
- staff HR and payroll records (ID numbers, bank details, tax numbers, PINs) kept in restricted folders accessible only to management and the accountant;
- written operator agreements with service providers;
- deleting or anonymising personal information when it is no longer needed (see 9.6);
- device security (screen locks, up-to-date software and anti-malware); and
- a procedure to notify the Regulator and affected data subjects of security compromises (POPIA s22).

9.6 Retention (summary)

- Voucher claim records: kept for the voucher's validity (3 years from issue) plus 12 months after the voucher expires or is redeemed, whichever comes first, and then deleted.
- Marketing opt-in records: kept for as long as the person stays subscribed, plus 12 months. After a person unsubscribes, only their email address is kept on a suppression list so that the opt-out can be honoured.
- Accounting, tax and employment records: kept for the periods required by law (generally 5 years under the Tax Administration Act and Companies Act; 3 years under the BCEA).
- Information may be kept longer where the law requires it or where it is needed for a legal claim.

10. Request procedure

10.1 Who may request access. Any person may request access to a record of DWS if the record is required for the exercise or protection of any right, the requester complies with

PAIA's procedural requirements, and no ground for refusal in Part 3, Chapter 4 of PAIA applies (section 50). A data subject may also ask DWS whether it holds personal information about them and request a record of it under section 23 of POPIA, using the same procedure.

10.2 Form. The request must be made on Form 2 (Request for Access to Record, regulation 7 of the Regulations), available from the Regulator's website (<https://info regulator.org.za/paia-forms/>) or from the Information Officer. Submit it to the Information Officer by email, post or hand delivery to the details in section 4.

10.3 Content of the request. The requester must provide enough detail to identify the record(s) and the requester; state the form of access required; give a postal address or email address in the Republic; identify the right the requester seeks to exercise or protect and explain why the record is required; state if the requester wishes to be informed of the decision in another manner; and, if acting for someone else, provide proof of authority. A copy of the requester's ID may be required.

10.4 Assistance. A requester who cannot read or write, or has a disability, may make the request orally; the Information Officer will complete Form 2 on their behalf and give them a copy.

10.5 Fees (Annexure B of the Regulations, "Fees in respect of private bodies"):

Item	Description	Amount
1	Request fee (not payable by a personal requester seeking their own personal information)	R140.00
2	Photocopy / printed black-and-white copy of A4 page	R2.00 per page or part
3	Printed copy of A4 page	R2.00 per page or part
4	Copy in computer-readable form: flash drive (provided by requester)	R40.00
4	Copy on compact disc: provided by requester / provided to requester	R40.00 / R60.00
5–6	Transcription or copy of visual images	Outsourced; per service-provider quotation
7	Transcription of an audio record, per A4 page	R24.00
8	Copy of an audio record: flash drive (provided by requester) / CD provided by requester / CD provided to requester	R40.00 / R40.00 / R60.00

Item	Description	Amount
9	Search and preparation of the record, per hour or part of an hour, excluding the first hour	R145.00 (maximum R435.00)
10	Deposit if search and preparation exceed 6 hours	One third of the access fee
11	Postage, email or other electronic transfer	Actual expense, if any

10.6 Process and timelines. DWS will notify the requester (Form 3) whether the request is granted or refused, and of any fees, within 30 days of receiving a complete request. This period may be extended once by up to 30 days in the circumstances set out in section 57. The request fee must be paid before the request is processed. If the request is granted, access is given once any access fee is paid.

10.7 Grounds for refusal. DWS may or must refuse access on the grounds in sections 62 to 70 of PAIA, including to protect the privacy of third parties, commercial information of third parties or DWS, confidential information, the safety of individuals and property, privileged legal records, and research information. Where a record contains third-party information, DWS will follow the third-party notification procedure in sections 71 to 73.

10.8 Remedies. DWS has no internal appeal procedure. A requester or third party who is dissatisfied with a decision may, within 180 days of being notified, lodge a complaint with the Regulator (Form 5) or apply to a court with appropriate jurisdiction (sections 77A and 78).

10.9 Records that cannot be found or do not exist. If DWS cannot find a record after all reasonable steps, the Information Officer will notify the requester by affidavit or affirmation, setting out the steps taken (section 55).

11. Availability of the manual

11.1 A copy of this manual is available:

- 11.1.1 online at <https://dsb-blend.pages.dev/paia/dws>, with a link from the DSB voucher privacy policy;
- 11.1.2 at DWS's head office (Protea Hotel Durbanville, 99 Jip De Jager Drive, Durbanville) for public inspection during normal business hours;
- 11.1.3 to any person on request, on payment of a reasonable prescribed fee; and
- 11.1.4 to the Information Regulator on request.

11.2 A fee for a printed copy of the manual, as set out in Annexure B of the Regulations (R2.00 per A4 page), is payable.

12. Updating of the manual

The head of DWS will review and update this manual regularly, at least once a year and whenever DWS's contact details, Information Officer, records, processing purposes, recipients, cross-border transfers or security measures change.

Issued by

Joss Terry

General Manager and Information Officer, Durbanville Wine Safari (Pty) Ltd (designated by board resolution)