

# ACROBRANCH ADVENTURE PARK (PTY) LTD

Registration Number: **2025/098659/07**

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Prepared in terms of section 51 of the Promotion of Access to Information Act, No. 2  
of 2000, as amended.

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## 1 Definitions

| Term                             | Definition                                                                                                                                                                                                                                                                                                                        |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CEO                              | Chief Executive Officer                                                                                                                                                                                                                                                                                                           |
| Client                           | Any natural or juristic person that received or receives services from Acrobranch Adventure Park (Pty) Ltd                                                                                                                                                                                                                        |
| Complainant                      | Any person who lodges a complaint with the Information Regulator                                                                                                                                                                                                                                                                  |
| Complaint                        | (a) A matter reported to the Information Regulator in terms of section 74(1) and (2) of the Act;<br>(b) A complaint referred to in section 76(1)(e) and 92(1) of the Act;<br>(c) A matter reported or referred to the Information Regulator in terms of other legislation that regulates the mandate of the Information Regulator |
| Conditions for Lawful Processing | The conditions for the lawful processing of personal information as fully set out in chapter 3 of POPI and in section 12 of this manual                                                                                                                                                                                           |
| Data Subject                     | The person to whom Personal Information relates                                                                                                                                                                                                                                                                                   |
| Day                              | A calendar day, unless the last day of a specified period happens to fall on a Sunday or public holiday, in which case it is calculated exclusive of that Sunday or public holiday (Interpretation Act, 1957 - Act No. 33 of 1957)                                                                                                |
| DIO                              | Deputy Information Officer                                                                                                                                                                                                                                                                                                        |
| Information Officer/IO           | The individual who is identified herein and legally appointed to ensure compliance with POPIA and PAIA                                                                                                                                                                                                                            |
| Manual                           | This manual                                                                                                                                                                                                                                                                                                                       |
| Minister                         | Minister of Justice and Correctional Services                                                                                                                                                                                                                                                                                     |
| Office Hours                     | (a) For the Information Regulator: 08:00–16:00, Monday to Friday (excluding public holidays);<br>(b) For designated offices: Hours during which the offices operate                                                                                                                                                               |
| PAIA                             | The Promotion of Access to Information Act, No. 2 of 2000                                                                                                                                                                                                                                                                         |
| Personal Information             | Information relating to an identifiable living person, or an identifiable existing juristic person, including but not limited to race, gender, contact info, biometrics, correspondence, opinions, and identifiers                                                                                                                |
| Personnel                        | Any person who works for or provides services to or on behalf of Acrobranch Adventure Park (Pty) Ltd and receives or is entitled to receive remuneration, including permanent, temporary and part-time staff, directors, and contractors                                                                                          |
| POPI/POPIA                       | The Protection of Personal Information Act, No. 4 of 2013                                                                                                                                                                                                                                                                         |
| POPI Regulations                 | Regulations promulgated in terms of section 112(2) of POPI                                                                                                                                                                                                                                                                        |
| Private Body                     | (a) A natural person conducting business;<br>(b) A business partnership;<br>(c) A juristic person not being a public body                                                                                                                                                                                                         |
| Processing                       | Any operation or activity concerning personal information, including collection, storage, dissemination, or destruction                                                                                                                                                                                                           |
| Regulator                        | Information Regulator established in terms of POPIA                                                                                                                                                                                                                                                                               |
| Republic                         | Republic of South Africa                                                                                                                                                                                                                                                                                                          |
| Signature                        | Any legally accepted form of signature, including electronic signature where applicable                                                                                                                                                                                                                                           |

| Term    | Definition                                                                                                    |
|---------|---------------------------------------------------------------------------------------------------------------|
| Writing | As referred to in section 12 of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002) |

## 2 Purpose of the PAIA Manual

This PAIA Manual is useful for the public to:

- 2.1 The PAIA Manual serves as a public guide to the information held by the organisation and how it can be accessed. It outlines the categories of records available without a formal request, the subjects on which records are maintained, and details of records accessible under other legislation. The manual also provides the official contact details of the Information Officer (IO) and Deputy Information Officer (DIO), who are responsible for assisting the public in exercising their right of access.
- 2.2 The manual further explains how to use the PAIA process and where to obtain the official guide published by the Regulator. It describes whether and how the organisation processes personal information, including the purposes of processing, the categories of data subjects involved, and the recipients (local or international) to whom such information may be supplied. The manual further confirms that appropriate security safeguards are in place to protect the confidentiality, integrity, and availability of personal information.

## 3 Contact Details for Access to Information Requests

### 3.1 Information Officer

|                |                                                                |
|----------------|----------------------------------------------------------------|
| Name           | Rulé Bodenstein                                                |
| Contact number | 076 651 5923                                                   |
| Email address  | <a href="mailto:ceo@acrobranch.co.za">ceo@acrobranch.co.za</a> |

### 3.2 National or head office

|                  |                                                                          |
|------------------|--------------------------------------------------------------------------|
| Postal address   | Unit 7, 59 Jakaranda Street, Hennopspark Ext. 15, Centurion, 0157        |
| Physical address | Unit 7, 59 Jakaranda Street, Hennopspark Ext. 15, Centurion, 0157        |
| Contact number   | 021 201 1121                                                             |
| Email            | <a href="mailto:Bookings@acrobranch.co.za">Bookings@acrobranch.co.za</a> |
| Website          | <a href="http://www.acrobranch.co.za">www.acrobranch.co.za</a>           |

## 4 Guide on how to use PAIA and how to Obtain Access to the Guide

- 4.1 The Information Regulator has published a revised PAIA Guide in terms of section 10(1) of PAIA (as amended). This guide is designed to help any person who wishes to exercise rights under PAIA or POPIA, and it is available in all official languages as well as in braille to ensure accessibility.
- 4.2 The Guide serves two key purposes:
  - 4.2.1. Access to Personal Information (POPIA): It explains how individuals (data subjects) can exercise their rights to request confirmation of whether personal information is held about them, to access that information (including details of third-party recipients), and to request

correction, deletion, or destruction of personal information that is inaccurate, outdated, excessive, or unlawfully obtained.

- 4.2.2. Access to Records (PAIA): It provides step-by-step guidance on how to request records from public or private bodies, including the required forms, the process for appeals or complaints, and how to approach a court if necessary.

4.3 In addition, the Guide offers:

- 4.3.1. An overview of the objectives of PAIA and POPIA.
- 4.3.2. Contact details of Information Officers (IOs) and Deputy Information Officers (DIOs).<sup>1</sup>
- 4.3.3. Manner and form of a request for access to a record of a public body and private body.<sup>2</sup>
- 4.3.4. Guidance on compiling or accessing PAIA Manuals.<sup>3</sup>
- 4.3.5. Information on voluntary disclosures of records, prescribed access fees, and applicable regulations.<sup>4</sup>
  - 4.3.1.1 How to lodge an internal appeal, a complaint with the Regulator or apply to court for a against a decision by the IO 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.
- 4.3.6. Insight into how PAIA has been amended following the implementation of POPIA.

4.4 The guide can also be obtained:

- 4.4.1 Upon request to the IO: [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)
- 4.4.2 From the website of the Regulator: [www.inforegulator.org.za](http://www.inforegulator.org.za)
- 4.4.3 From the offices of the Regulator: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg OR by email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

4.5 A copy of the guide is also available in the following three official languages, for public inspection during normal office hours:

- 4.5.1 English.
- 4.5.2 Afrikaans.
- 4.5.3 Zulu.

## 5 Latest Notices in terms of Section 52(2) of PAIA

At this stage, no notice(s) has/have been published on the categories of records that are available without having to request access to them in terms of PAIA.

## 6 Availability of Certain Records in terms of PAIA

6.1 Categories of records of Acrobranch Adventure Park (Pty) Ltd which are available without a person having to request access:

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<sup>1</sup> Section 56(a) of POPIA - Every public and private body must, in line with section 17 of PAIA, appoint as many Deputy Information Officers as needed to carry out the duties and responsibilities set out in section 55(1) of POPIA.

<sup>2</sup> In terms of PAIA, access to records of a public body (section 11) or a private body (section 50) must be granted if the requester meets PAIA's procedural requirements, the request is necessary for exercising or protecting a right (in the case of private bodies), and no grounds for refusal in Chapter 4 apply.

<sup>3</sup> In terms of sections 14 and 51 of PAIA, the Information Officer of every public and private body must update and publish their PAIA manual at least once every 12 months.

<sup>4</sup> In terms of PAIA, public and private bodies must keep their PAIA manuals (sections 14 and 51) and notices (sections 15 and 52) updated and published at least once every 12 months. When access to a record is granted, the notice must also state any access fee payable by the requester (sections 22 and 54). In addition, the Information Regulator must update and publish the official PAIA Guide at least once every two years (section 92(11)).

| Category of Records                       | Types of the Record                                                                                          | Available on Website | Available on Request |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| PAIA Manual                               | Current PAIA Manual, version and effective date                                                              | X                    | X                    |
| Company overview                          | Overview of Acrobranch as a treetop adventure park operator, brand and operating footprint                   | X                    | X                    |
| Parks and locations                       | Park pages, addresses, maps and directions, facilities per park, course options per park                     | X                    | X                    |
| Services and activity offering            | Treetop obstacle courses, zipline experiences, course categories for kids and adults, session formats        | X                    | X                    |
| Bookings and customer journey             | Online booking process, booking guidance, customer support contacts, booking related information             | X                    | X                    |
| Pricing and packages                      | Pricing per course type and park, group packages and deals where published                                   | X                    | X                    |
| Policies public facing                    | Privacy Policy, Terms and Conditions, cookies related notices where published                                | X                    | X                    |
| Legal disclosures and participation terms | Indemnity and disclaimer forms, participation rules, age and height restrictions, safety related disclaimers | X                    | X                    |
| FAQs and customer information             | FAQs covering participation requirements, safety expectations, booking and arrival guidance                  | X                    | X                    |
| Public marketing and educational material | Galleries, blogs, promotional content, media room content where published                                    | X                    | X                    |
| Merchandise and retail                    | Acrobranch gear and shop related pages where published                                                       | X                    | X                    |
| Corporate identifiers                     | Registered entity details as reflected in the PAIA Manual and formal documents                               | X                    | X                    |
| Information Officer contacts              | Information Officer and PAIA contact details as stated in the PAIA Manual                                    | X                    | X                    |
| Complaints and enquiries                  | Complaint and enquiry channels in the Privacy Policy and general contact routes                              | X                    | X                    |
| Supplier onboarding information           | Vendor onboarding requirements and procurement packs                                                         | -                    | X                    |
| Tax and compliance attestations           | SARS tax compliance status PIN, UIF and COID evidence where applicable                                       | -                    | X                    |
| Insurance confirmations                   | Public liability and related insurance confirmation summaries where available                                | -                    | X                    |
| Training attestations aggregated          | Aggregated staff training completion evidence excluding personal information                                 | -                    | X                    |

6.2 Description of the records/subjects of Acrobranch Adventure Park (Pty) Ltd which are available in accordance with any other legislation:

| Category of Records                                                                                                                        | Applicable Legislation                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Memorandum of Incorporation, CIPC filings, annual returns, board minutes, share register                                                   | Companies Act, 2008. Act 71 of 2008                                                                                                              |
| Beneficial ownership register, filings, access log                                                                                         | Companies Regulations, 2011 as amended by the Companies Amendment Regulations on Beneficial Ownership, 2023 under the Companies Act, 2008        |
| Director and prescribed officer disclosures, conflict registers, resolutions                                                               | Companies Act, 2008. Act 71 of 2008                                                                                                              |
| Financial statements, accounting records, audit packs where required                                                                       | Companies Act, 2008. Act 71 of 2008. Income Tax Act, 1962. Act 58 of 1962                                                                        |
| Customer bookings, invoices, receipts, refunds, vouchers, complaints handling records                                                      | Consumer Protection Act, 2008. Act 68 of 2008. Value Added Tax Act, 1991. Act 89 of 1991                                                         |
| Online bookings, website terms acceptance records, electronic communications relating to bookings                                          | Electronic Communications and Transactions Act, 2002. Act 25 of 2002. Consumer Protection Act, 2008. Act 68 of 2008                              |
| Indemnity and disclaimer forms, dependants' indemnity forms, school outing indemnity packs, participation rules                            | Consumer Protection Act, 2008. Act 68 of 2008. Children's Act, 2005. Act 38 of 2005. Protection of Personal Information Act, 2013. Act 4 of 2013 |
| Incident registers, injury reports, first aid logs, emergency response records, risk assessments, safety briefings                         | Occupational Health and Safety Act, 1993. Act 85 of 1993 and regulations                                                                         |
| Equipment inspection logs, maintenance records for harnesses, lanyards, trolleys, platforms, cables, anchors, ladders, PPE issue registers | Occupational Health and Safety Act, 1993. Act 85 of 1993 and regulations                                                                         |
| Employee records, attendance, overtime, payroll, leave                                                                                     | Basic Conditions of Employment Act, 1997. Act 75 of 1997                                                                                         |
| National Minimum Wage compliance schedules for instructors, front desk staff, general workers, cleaners, seasonal staff                    | National Minimum Wage Act, 2018. Act 9 of 2018. Read with the Basic Conditions of Employment Act, 1997. Act 75 of 1997                           |
| Disciplinary and grievance files, union correspondence, CCMA case files                                                                    | Labour Relations Act, 1995. Act 66 of 1995                                                                                                       |
| Employment Equity plan, annual EE reports, committee minutes                                                                               | Employment Equity Act, 1998. Act 55 of 1998                                                                                                      |
| Recruitment adverts, interview packs, reference checks, vetting outcomes                                                                   | Employment Services Act, 2014. Act 4 of 2014. Protection of Personal Information Act, 2013. Act 4 of 2013                                        |
| Work permission records for foreign nationals                                                                                              | Immigration Act, 2002. Act 13 of 2002                                                                                                            |

| Category of Records                                                                                     | Applicable Legislation                                                                                                                        |
|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| UIF declarations, contribution records, benefit claims                                                  | Unemployment Insurance Act, 2001. Act 63 of 2001                                                                                              |
| Skills plans, training records, learnership agreements                                                  | Skills Development Act, 1998. Act 97 of 1998                                                                                                  |
| Levy declarations, SETA registrations, grant submissions                                                | Skills Development Levies Act, 1999. Act 9 of 1999                                                                                            |
| PAYE, IRP5, EMP201, EMP501, tax directives                                                              | Income Tax Act, 1962. Act 58 of 1962                                                                                                          |
| COIDA registration, Return of Earnings, Letter of Good Standing, IOD claims                             | Compensation for Occupational Injuries and Diseases Act, 1993. Act 130 of 1993                                                                |
| Public liability insurance schedules, endorsements, claim notifications                                 | Insurance Act, 2017. Act 18 of 2017                                                                                                           |
| B-BBEE certificate, ownership evidence, verification file, supplier and enterprise development evidence | Broad Based Black Economic Empowerment Act, 2003. Act 53 of 2003 and the Codes of Good Practice                                               |
| Direct marketing consents, opt out logs, email and SMS campaign logs                                    | Protection of Personal Information Act, 2013. Act 4 of 2013, section 69. Electronic Communications and Transactions Act, 2002. Act 25 of 2002 |
| Privacy notices, consent records, operator agreements, ROPA, retention schedules                        | Protection of Personal Information Act, 2013. Act 4 of 2013                                                                                   |
| Security policies, access controls, breach register, Regulator and data subject notifications           | Protection of Personal Information Act, 2013. Act 4 of 2013, sections 19 to 22                                                                |
| Data subject rights request register, outcomes, response packs                                          | Protection of Personal Information Act, 2013. Act 4 of 2013, sections 23 to 25                                                                |
| PAIA Manual, access request log, decision register, fee records, training logs                          | Promotion of Access to Information Act, 2000. Act 2 of 2000                                                                                   |
| CCTV footage, access control logs, visitor registers                                                    | Protection of Personal Information Act, 2013. Act 4 of 2013. Private Security Industry Regulation Act, 2001. Act 56 of 2001                   |
| Cyber incident register, takedown requests, forensic reports                                            | Cybercrimes Act, 2020. Act 19 of 2020                                                                                                         |
| Document retention schedules, archive registers, disposal certificates                                  | National Archives and Records Service of South Africa Act, 1996. Act 43 of 1996                                                               |

- 6.3 Acrobranch Adventure Park (Pty) Ltd keeps certain records as required by PAIA and POPIA:
- 6.3.1 PAIA records: PAIA Manual, official guides, submission records, and awareness training materials.
  - 6.3.2 POPIA records: Information Officer registration certificate, data breach records, retention records, and awareness training materials.
  - 6.3.3 Other relevant information may also be made available on request.
- 6.4 The tabulated records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

## 7 Request Process

An individual who wishes to place a request must comply with all the procedures laid down in PAIA:

### 7.1. Initiating the request

- 7.1.1. Use the prescribed form
- All requests must be made on the prescribed form (**Form 2 – Request for Access to Record [Regulation 7]**) - [Request for Access to Record \[Regulation 7\]](#)
  - Additional prescribed forms include:
    - **Form 2 – Request for Correction or Deletion** (section 24 of POPIA). This form is used by a data subject to request the correction of inaccurate, outdated, incomplete, irrelevant, or misleading personal information, and/or the deletion or destruction of personal information that is no longer necessary or unlawfully obtained, in accordance with Section 24(1) of POPIA. It ensures that responsible parties maintain accurate and lawful records of personal data. - [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)
    - **Form 3 – Application for a Code of Conduct** (section 61 of POPIA). This form is used by an industry body, profession, or class of entities to apply for the issuance of a Code of Conduct under Section 61(1)(b) of POPIA. It allows industries to self-regulate how personal information is processed within their sector, in line with the conditions for lawful processing. - [Application for the Issue of a Code of Conduct](#)
    - **Form 4 – Request for Consent for Direct Marketing** (section 69 of POPIA). This form enables a responsible party to formally request a data subject's consent to receive direct marketing communications via unsolicited electronic means (e.g., SMS, email), as required under Section 69(2) of POPIA. It ensures that individuals have control over whether and how they are marketed to. - [Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing](#)
    - **Form 5 – Complaint Regarding Interference with Personal Information**. This form (Information) allows a data subject or complainant to submit a complaint to the Regulator concerning unlawful interference with personal information; or a determination made by an adjudicator under POPIA. It provides an avenue for recourse and investigation in cases of non-compliance with data protection obligations. - [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)
- 7.1.2. Requests not submitted on the prescribed form may be rejected.
- 7.1.3. Assistance in the request process:

- If a requester is illiterate or disabled, they may make the request orally to the IO, who must complete the prescribed form on their behalf and provide them with a copy (section 18(3) of PAIA).
- The IO must provide reasonable assistance to any requester who requires help in completing the form or understanding the procedure.

## 7.2. Particulars of the Request

- 7.2.1. The request must provide sufficient detail to enable the IO to identify and process it. This includes:
- A clear description of the record(s) requested.
  - Full identity of the requester, with proof of identity where required.
  - The preferred form of access (inspection, copy, electronic copy, etc.).
  - The requester's contact details (postal, physical, fax or email).
  - A statement that the record is required to exercise or protect a right, specifying the nature of that right and explaining why the record is necessary.
  - If a request is made on behalf of another person, proof of authorisation must be attached.

## 7.3. Submission of Requests

- 7.3.1. The completed form, together with proof of payment of the prescribed request fee (if applicable), must be submitted to the Information Officer (IO) at Acrobranch Adventure Park (Pty) Ltd.
- 7.3.2. Requests may be lodged by:
- Hand delivery to the physical address provided in this Manual;
  - Postal delivery to Acrobranch Adventure Park (Pty) Ltd's registered address;
  - Fax; or
  - Email to the address of the IO or DIO.
- 7.3.3. Where applicable, the IO may require a deposit in terms of section 22(2) of PAIA where search and preparation is expected to be time-consuming.

## 7.4. Fees and Timeframes for Response

- 7.4.1. Requests will be processed and responded to within 30 (thirty) calendar days of receipt.
- 7.4.2. In terms of section 26 of PAIA, the IO may extend this period once, by up to 30 additional days, if:
- The request involves a large number of records;
  - Consultation with third parties is required; or
  - The records are located in another office and cannot reasonably be obtained within 30 days.
- 7.4.3. If an extension is required, the requester will be notified in writing, with reasons for the extension.
- 7.4.4. A request fee may be charged for non-personal requests.
- 7.4.5. If the search and preparation of the record will exceed six (6) hours, the requester may be required to pay a deposit of up to one-third of the estimated fee.
- 7.4.6. Access will only be granted once all required fees have been paid.

## 7.5. Outcome of Request

- 7.5.1. The IO will notify the requester in writing, using **Form 3 - [Outcome of Request and of Fees Payable \[Regulation 8\]](#)**, of the decision to grant or refuse access.

- 7.5.2. If access is granted, the notice will:
- Specify the form of access; and
  - State the applicable access fees payable before access is given.
- 7.5.3. If access is refused, the notice will set out the grounds for refusal as provided in Chapter 4 of PAIA.

## 7.6. Appeals and Complaints

- 7.6.1. If access is refused or deemed refused (i.e. no decision within the prescribed period), the requester may:
- Lodge an internal appeal (for public bodies); or
  - Refer the matter to the Information Regulator or approach a court of law (for private bodies).
- 7.6.2. The Regulator can be contacted using the details provided in this Manual.

## 8 Grounds for Refusal

In terms of Chapter 4 of PAIA, Acrobranch Adventure Park (Pty) Ltd may refuse a request for access to records on the following grounds (unless an exception applies):

- 8.1 **Privacy of individuals** - To protect the personal information of a third party (including deceased persons) where disclosure would be unreasonable.
- 8.2 **Commercial interests of third parties** - Records may be refused if they contain:
- Trade secrets;
  - Financial, commercial, scientific, or technical information, where disclosure could cause harm; or
  - Information provided in confidence, where disclosure could disadvantage or prejudice the third party in negotiations or competition.
- 8.3 **Confidentiality agreements** - Information that is protected under a contract or agreement with a third party.
- 8.4 **Safety and security** - Records that could endanger the life, health, or safety of a person, or the protection of property.
- 8.5 **Legal privilege** - Records that would be privileged from disclosure in legal proceedings.
- 8.6 **Commercial interests of Acrobranch Adventure Park (Pty) Ltd** - Records may be refused if they contain:
- Trade secrets;
  - Financial, commercial, scientific, or technical information that could harm Acrobranch Adventure Park (Pty) Ltd's interests;
  - Information that could prejudice Acrobranch Adventure Park (Pty) Ltd in negotiations or competition; or
  - Proprietary computer programs protected by copyright or intellectual property law.
- 8.7 **Research information** - Where disclosure would place ongoing research or a researcher at a serious disadvantage.
- 8.8 **Frivolous or unreasonable requests** - Requests that are clearly frivolous, vexatious, or that would cause an unreasonable burden on company resources.

## 9 Remedies Should a Request be Refused

- 9.1 If Acrobranch Adventure Park (Pty) Ltd does not have an internal appeal procedure in light of a denial of a request, decisions made by the IO is final.

- 9.2 The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 (one-hundred-and-eighty) days of notification of the decision for appropriate relief.

## 10 Fees

The following fees shall be payable upon request by a requestor:

| Details                                                                                                 | Fee                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request fee (payable on every request)                                                                  | R140.00 once-off                                                                                                                                                  |
| Photocopy of an A4 page or part thereof                                                                 | R2.00 per page                                                                                                                                                    |
| Printed copy of an A4 page or part thereof                                                              | R2.00 per page                                                                                                                                                    |
| Hard copy on flash drive (flash drive to be provided by requestor)                                      | R40.00 once-off                                                                                                                                                   |
| Hard copy on a compact disc (compact disc to be provided by requestor)                                  | R40.00 once-off                                                                                                                                                   |
| Hard copy on a compact disc (compact disc to be provided by Acrobranch Adventure Park (Pty) Ltd)        | R60.00 once-off                                                                                                                                                   |
| Transcription of visual images per A4 page                                                              | As per quotation of service provider                                                                                                                              |
| Copy of visual images                                                                                   | As per quotation of service provider                                                                                                                              |
| Transcription of an audio record                                                                        | R24.00 per A4 page                                                                                                                                                |
| Copy of an audio record on flash drive (flash drive to be provided by requestor)                        | R40.00 once-off                                                                                                                                                   |
| Copy of an audio on a compact disc (compact disc to be provided by requestor)                           | R40.00 once-off                                                                                                                                                   |
| Copy of an audio on a compact disc (compact disc to be provided by Acrobranch Adventure Park (Pty) Ltd) | R60.00 once-off                                                                                                                                                   |
| Base/starting rate to search for and prepare the record for disclosure                                  | R145.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed R435.00 per request) |
| Rate to search for and prepare the record for disclosure                                                | R435.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed total cost)          |
| Postage, email or any other electronic transfer                                                         | Actual expense, if any                                                                                                                                            |

## 11 Processing of Personal Information

- 11.1 Acrobranch Adventure Park (Pty) Ltd processes personal information in accordance with the conditions for lawful processing as set out in the Protection of Personal Information Act, 4 of 2013 ("POPIA"). Personal information is processed only for legitimate business purposes, which may include (but are not limited to):

- 11.1.1 Employment-related purposes: Recruitment, administration of employment contracts, payroll, benefits, training, and compliance with labour laws.
- 11.1.2 Client and supplier management: Entering into and performing contracts, maintaining relationships, processing payments, and responding to queries or complaints.
- 11.1.3 Legal and compliance obligations: Compliance with statutory and regulatory requirements, record keeping, audits, and reporting.

11.1.4 Security and risk management: Protecting company property, monitoring access, preventing fraud, and ensuring the safety of staff, clients, and visitors.

11.1.5 Marketing and communication: Providing information about products or services, subject to obtaining the necessary consent under POPIA.

11.2 Acrobranch Adventure Park (Pty) Ltd ensures that personal information is processed lawfully, reasonably, and only for the purposes for which it was collected and takes appropriate steps to protect the confidentiality and integrity of such information.

11.3 Description of the categories of data subjects and of the information or categories of information relating thereto:

11.3.1. Acrobranch Adventure Park (Pty) Ltd processes personal information relating to various categories of data subjects. The categories of data subjects, and the types of personal information that may be processed in respect of each, include (but are not limited to) the following:

| Categories of Data Subjects                                                  | Personal Information that may be Processed                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Adventure park participants and visitors who book and attend (adults)        | Name and surname, contact details, booking details, payment and refund records, selected park and session, waiver and indemnity acceptance and signature, medical condition disclosures relevant to participation, emergency contact details, incident and injury records, complaints and correspondence. |
| Children participating in activities (minors)                                | Dependent name, age, height, signature, course eligibility details, medical condition disclosures relevant to participation, incident and injury records linked to the child.                                                                                                                             |
| Parents, guardians, supervising adults, group leaders responsible for minors | Responsible adult name, consent confirmation, contact details, supervision details, emergency contact information, signed indemnity records linked to the child or group.                                                                                                                                 |
| Group organisers and corporate clients (team building, events)               | Company name, registration and billing details, organiser name and role, business contact details, attendee lists supplied for booking management, invoicing and payment records, communications, special requirements relevant to the event.                                                             |
| Schools, teachers, coaches, trip coordinators (school outings)               | School and organiser details, contact details, booking details, participant lists supplied for group coordination, consent administration records supplied by the school, incident reports, communications.                                                                                               |
| Website visitors, online shoppers, and online booking users                  | Online identifiers, device and browser data, cookies and tracking data, pages visited, form submissions, account and booking session data, enquiry content, consent and preference records for marketing.                                                                                                 |
| Parties and events customers (birthdays, bachelor and year end events)       | Booker details, event details, attendee numbers, payment records, communications, photos or media permissions where obtained, complaints and service recovery records.                                                                                                                                    |

|                                                           |                                                                                                                                                                                                                     |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Merchandise customers and gift voucher purchasers         | Customer name and surname, contact details, delivery details where used, order history, payment confirmations, refunds and returns records, customer support interactions.                                          |
| Marketing leads and newsletter subscribers                | Name, email address, contact preferences, opt out records, campaign interaction logs, enquiry details submitted via web forms.                                                                                      |
| Suppliers, contractors, and service providers             | Company identifiers, named contacts, job titles, contact details, onboarding and due diligence records, banking and tax details for payment, invoices, contracts, access logs for onsite work.                      |
| Employees, instructors, facilitators, and seasonal staff  | Identity and contact details, HR and payroll records, training and competency records, work schedules, performance and disciplinary records, access control logs, incident and injury records linked to employment. |
| Job applicants                                            | Name and contact details, CVs, qualifications, interview notes, reference checks, screening outcomes, recruitment communications.                                                                                   |
| Premises visitors (non-participants) and security records | Visitor register details where used, CCTV footage, vehicle details where recorded, incident reports, communications with insurers or law enforcement linked to incidents.                                           |

## 12 The Recipients or Categories of Recipients to whom the Personal Information may be Supplied

12.1 Personal information held by Acrobranch Adventure Park (Pty) Ltd may be disseminated to third parties only when lawful and necessary for business, contractual, or regulatory purposes. Categories of personal information and possible recipients include (but are not limited to):

| Category of Personal Information                                                                | Recipients or Categories of Recipients                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Visitor, guardian, group organiser, corporate client identity and contact details               | Acrobranch park teams and instructors for operational delivery. Booking and customer support system providers. Client corporate representatives for group bookings and coordination. Legal advisors for disputes and claims. Auditors for assurance work. |
| Booking and attendance details (park, date, time slot, participant lists, waiver status)        | Booking system providers. Park managers and instructors for check-in, safety briefings, and course control. Venue partners and host sites where a park operates on third party premises, for access control and operational coordination.                 |
| Payment, refunds, invoices, transaction references, banking details (where captured)            | Banks and payment processors for settlement and reconciliation. Accounting service providers and external accountants. Auditors. SARS for tax compliance and audits.                                                                                      |
| Indemnity forms, disclaimers, minor consents, medical condition disclosures provided for safety | Park instructors and operational management for safety screening and incident management. Insurers and loss adjusters for claims handling. Legal advisors for defending or enforcing rights. Emergency medical responders where an incident occurs.       |
| Incident, injury, first aid logs, emergency contact details, investigation notes                | Emergency medical services and hospitals where treatment occurs. Insurers and claims administrators. Occupational health and safety consultants where used. Regulators and authorities where a report is required by law.                                 |

|                                                                                                              |                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complaints, queries, emails, call logs, call recordings (where used)                                         | Customer support platforms and communication service providers. Quality, training, and investigation stakeholders inside the business. Legal advisors and courts under lawful process.                                  |
| CCTV footage, visitor registers, onsite security and access logs                                             | Security service providers and facilities management. Insurers. Law enforcement under lawful request. Forensic investigators for incident response.                                                                     |
| Photos and video content for marketing, social media, PR, events (with consent where required)               | Marketing agencies and designers. Social media platforms. Website hosting providers and analytics providers. Email and SMS campaign providers for customer communications.                                              |
| Website and online form data (cookies, analytics, IP addresses, device data, enquiry submissions)            | Website hosting and technical support vendors. Analytics and cookie tools. Cybersecurity providers for monitoring and threat response.                                                                                  |
| Supplier, contractor, service provider records (contacts, onboarding packs, tax and banking, invoices)       | Banks and payment processors. Accountants and auditors. SARS. Due diligence and screening providers. Procurement platforms where used.                                                                                  |
| Employee and job applicant records (HR, payroll, leave, discipline, training, access control)                | Payroll and HR systems providers. SARS, UIF administrators, COIDA administrators, and employee benefit providers where applicable. Background screening providers. Training providers and SETA bodies where applicable. |
| Data protection and PAIA governance records (PAIA requests, POPIA requests, breach logs, operator contracts) | The Information Regulator for statutory engagements. Legal counsel. Insurers for cyber and liability cover. Auditors and compliance consultants.                                                                        |

### 13 Planned Transborder Flows of Personal Information

- 13.1 Acrobranch Adventure Park (Pty) Ltd may, where necessary and lawful, transfer or store personal information outside the Republic of South Africa. This could include, for example, the use of secure cloud-based service providers or international business partners. Where no transborder transfer is required, personal information will continue to be stored and processed within South Africa.
- 13.2 Any cross-border transfer of personal information will only take place in accordance with section 72 of POPIA, which requires that:
- 13.2.1 The recipient country, organisation, or international organisation is subject to a law, binding agreement, or corporate rules that provide an adequate level of protection; or
- 13.2.2 The transfer is necessary for the performance of a contract, with the consent of the data subject, or for another lawful reason recognised by POPIA.

### 14 Availability of the PAIA Manual at Acrobranch Adventure Park (Pty) Ltd

- 14.1 A copy of the manual is available:
- 14.1.1 On the website or at any head office for public inspection during normal business hours;
- 14.1.2 To any person upon request and upon the payment of a reasonable prescribed fee; and
- 14.1.3 To the Information Regulator upon request.
- 14.2 A fee for a copy of the manual, as contemplated in the Regulations, shall be payable per each A4-size photocopy made.

### 15 Objection to the Processing of Personal Information by a Data Subject

- 15.1 Any person (“data subject”) has the right to object to the processing of their personal information in terms of section 11(3) of POPIA.
- 15.2 An objection must be made on **Form 1 – [Objection to the Processing of Personal Information](#)** or a similar form. This is free of charge and can be sent by hand, post, fax, email, SMS, WhatsApp, or any other convenient method.
- 15.3 When personal information is collected, Acrobranch Adventure Park (Pty) Ltd must inform the data subject of their right to object.
- 15.4 If an objection is made by phone, Acrobranch Adventure Park (Pty) Ltd must record it electronically and provide a copy or written transcript to the data subject on request, at no cost.

## **16 Request for Correction/Deletion of Personal Information or Destruction/Deletion of Record of Personal Information**

- 16.1 A data subject has the right, under section 24 of POPIA, to request the correction, destruction, or deletion of their personal information at any time and free of charge.
- 16.2 Correction or deletion may be requested if the personal information is:
  - 16.2.1 Inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained; or
  - 16.2.2 No longer lawfully permitted to be kept by Acrobranch Adventure Park (Pty) Ltd.
- 16.3 Requests must be made using **Form 2 – [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)** or a similar form. This can be submitted free of charge by hand, post, fax, email, SMS, WhatsApp, or any other convenient method.
- 16.4 If a request is made by phone, Acrobranch Adventure Park (Pty) Ltd must record it electronically and provide a copy or written transcript to the data subject on request, at no cost.
- 16.5 Acrobranch Adventure Park (Pty) Ltd must respond within 30 days of receiving the request and notify the data subject in writing of the outcome and any action taken.

## **17 Applicable Forms**

### **PAIA Forms**

- Form 01:** [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)
- Form 02:** [Request for Access to Record \[Regulation 7\]](#)
- Form 03:** [Outcome of Request and of Fees Payable \[Regulation 8\]](#)
- Form 05:** [Complaint Form \[Regulation 10\]](#)
- Form 13:** [PAIA Request for Compliance Assessment Form \[Regulation 14\(1\)\]](#)

### **POPIA Forms**

- Form 1:** [Objection to the Processing of Personal Information](#)
- Form 2:** [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)
- Form 3:** [Application for the Issue of a Code of Conduct](#)
- Form 4:** [Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing](#)
- Form 5:** [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)

## **18 Updating of the Manual**

The head of Acrobranch Adventure Park (Pty) Ltd will update this manual on a regular basis.

|                               |                                                                                   |
|-------------------------------|-----------------------------------------------------------------------------------|
| Name of Information Officer   | Rulé Bodenstein                                                                   |
| Title of the head of the body | CEO                                                                               |
| Signature                     |  |
| Date                          | 2026/08/13                                                                        |