



Promotion of Access to Information Act (PAIA) Manual for Whalesong Lodge

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1. Introduction

Whalesong Lodge is committed to promoting transparency and ensuring that the public has access to information in compliance with the Promotion of Access to Information Act (PAIA), Act No. 2 of 2000. This manual outlines the procedures and processes for accessing information held by Whalesong Lodge.

2. Contact Details

Designated Information Officer:
Mr Stanley Carpenter

Physical Address:
83 Cliff Street
De Kelders
Gansbaai
7200
South Africa

Telephone Number:
+27 (0)28 3841865

Email Address:
info@whalesonglodge.co.za

3. The Guide on How to Use PAIA

The South African Human Rights Commission (SAHRC) has compiled a guide containing information on how to use PAIA. This guide is available in all official languages and can be accessed through the SAHRC.



Contact Details of the SAHRC:

Postal Address:
Private Bag X2700
Houghton
2041
South Africa

Telephone Number:
+27 (0)11 877 3600

Website:
www.sahrc.org.za

4. Applicable Legislation

The following legislation is applicable to Whalesong Lodge and affects records held by the lodge:

- Basic Conditions of Employment Act, No. 75 of 1997
- Companies Act, No. 71 of 2008
- Employment Equity Act, No. 55 of 1998
- Labour Relations Act, No. 66 of 1995
- Occupational Health and Safety Act, No. 85 of 1993
- Unemployment Insurance Act, No. 63 of 2001

5. Schedule of Records

The records held by Whalesong Lodge can be categorized as follows:

- Human Resources Records:
 - Employee personal records
 - Employment contracts
 - Attendance registers
 - Training records
- Financial Records:
 - Annual financial statements
 - Accounting records
 - Invoices
 - Bank statements
 - Booking and reservation records
 - Supplier contracts
 - Customer databases

6. Information Request Procedure

To request access to information, the requester must submit a completed Form C (available from the SAHRC website) to the Information Officer at Whalesong Lodge. The request must include:

83 Cliff St De Kelders	PO Box 1014 Gansbaai 7220	Tel:028 384 1865 Cell:082 883 5793	Email: info@whalesonglodge.co.za Website: www.whalesonglodge.co.za
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Whalesong Lodge



eat ~ sleep ~ relax ~ enjoy

- Full names and contact details of the requester
- A description of the information requested
- The form of access required
- The right being exercised or protected, and why the requested information is required

Requests can be submitted via email or delivered in person.

7. Grounds for Refusal of Access to Records

Access to certain records may be refused on the following grounds:

- Protection of the privacy of a third party
- Commercial confidentiality
- Protection of the safety of individuals and property
- Protection of records privileged from production in legal proceedings
- Protection of research information

8. Remedies Available When Access is Denied

If access to information is denied, the requester may:

- Lodge an internal appeal with the head of Whalesong Lodge
- Submit a complaint to the SAHRC
- Seek a judicial review by a court

9. Fees Structure

A requester is required to pay a request fee and an access fee for the reproduction and provision of the records. The fee structure is determined by the PAIA regulations. Fee waivers may apply for personal requests or if the request benefits public interest.

10. Manual Availability

This manual is available for inspection at the physical address of Whalesong Lodge during office hours and is also accessible on our website www.whalesonglodge.co.za.

For any further assistance or to request information, please contact the Information Officer at Whalesong Lodge using the provided contact details.