

Fair Trade Tourism NPC PAIA Manual



**Manual in terms of Section 51 of the
Promotion of Access to Information Act 2 of 2000, as amended**

Not-for-profit company registration number: 2004/034455/08

Effective date: 27 September 2026

Last updated: 19 September 2026

1. Introduction

Fair Trade Tourism NPC ("FTT") is a South African not-for-profit organisation that promotes fair and responsible tourism and operates a voluntary sustainability certification scheme for tourism businesses.

This Manual is published in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended, and provides information about:

- FTT's contact details;
- the records held by FTT and how access to those records may be requested;
- records that are available without a formal PAIA request;
- applicable legislation;
- the processing of personal information by FTT in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA"); and
- the applicable fees and procedures for requesting access to records.

FTT is committed to transparency while recognising the grounds on which access to information may lawfully be refused, including the protection of personal information, confidential information and commercially sensitive information.

2. Particulars of FTT

2.1 Name

Fair Trade Tourism NPC

Not-for-profit registration number: 2004/034455/08

2.2 Address

Registered address:

74 Cambridge Road, Bryanston
Gauteng 2121
South Africa

FTT does not maintain a public office. Its personnel work remotely.

2.3 Information Officer

The General Manager serves as FTT's Information Officer.

Email: info@fairtradetourism.org

All requests for access to records in terms of PAIA should be directed to the Information Officer at this email address.

3. The PAIA Guide

The Information Regulator has published a Guide on how to use PAIA. The Guide explains the rights of requesters and the procedures for obtaining access to records held by public and private bodies.

The Guide is available from the Information Regulator of South Africa.

A requester may also request assistance from the Information Officer in understanding the process for making a request to FTT.

4. Records Available Without a PAIA Request

FTT makes a range of information publicly available through its website and other public channels.

These records include, where applicable:

- FTT Standard;
- FTT Certification Procedures;
- FTT Logo Use Guidelines;
- certification fees;
- information about FTT certification;
- information about FTT-Certified businesses;
- information about FTT's certification scheme and requirements;
- policies and procedures designated for public access;
- annual financial statements;
- publications, reports and research;
- news and other communications; and
- this PAIA Manual and FTT's Privacy Policy.

FTT may make additional records available voluntarily from time to time.

FTT has not issued a notice under section 52(2) of PAIA specifying additional categories of records that are automatically available.

5. Records Held by FTT

FTT holds records relating to its governance, administration, finances, operations, certification activities and stakeholder relationships.

The following descriptions are intended to facilitate requests for records. The existence of a category does not mean that every record will be available for access. Access remains subject to PAIA and any other applicable law.

5.1 Governance and corporate records

These may include:

- founding and registration documents;
- Memorandum of Incorporation;
- records relating to directors and governance structures;
- Board and committee records;
- minutes and resolutions;
- governance policies;
- registers and statutory records; and
- agreements relating to FTT's governance and operations.

5.2 Financial records

These may include:

- annual financial statements;
- accounting records;
- budgets and financial reports;
- banking records;
- invoices and payment records;
- contracts and agreements;
- asset records; and
- records relating to funding and grants.

5.3 Tax and statutory records

These may include records relating to:

- income tax;
- VAT;
- PAYE and other employee-related statutory obligations, where applicable;
- UIF;
- Skills Development Levies;
- Compensation for Occupational Injuries and Diseases; and
- other statutory registrations and returns.

5.4 Human resources and personnel records

These may include:

- employment and consultancy agreements;
- personnel records;
- remuneration records;
- performance-related records;
- training and development records; and
- relevant workplace policies and procedures.

Access to personal information relating to another individual will be subject to the applicable provisions of PAIA and POPIA.

5.5 Certification and audit records

These may include:

- applications for FTT membership and certification;

- certification records;
- audit reports;
- audit evidence and supporting documentation;
- corrective-action records;
- certification decisions;
- records relating to certification suspension or withdrawal;
- complaints and appeals relating to certification;
- auditor qualifications and certificates;
- auditor training and competency-assessment records;
- auditor agreements;
- auditor assignments; and
- records relating to the operation and review of the FTT Standard and certification scheme.

Certification records may contain confidential business information and personal information. Access will therefore be considered in accordance with the applicable grounds for refusal under PAIA.

5.6 Membership, client and stakeholder records

These may include:

- membership records;
- correspondence;
- contact information;
- applications and agreements;
- project records;
- stakeholder engagement records; and
- records relating to partnerships and relationships with external organisations.

5.7 Operational and project records

These may include:

- business plans;
- operational plans;
- project records;
- monitoring and evaluation records;
- donor and funder reports;
- research and feasibility studies;
- training materials;

- communications and marketing records; and
- correspondence.

5.8 Legal and compliance records

These may include:

- legal agreements;
 - legal correspondence;
 - records relating to disputes and complaints;
 - compliance records; and
 - records relating to applicable regulatory requirements.
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6. Records Available in Terms of Other Legislation

FTT has access to records maintained in accordance with legislation applicable to its activities, which may include:

- Companies Act 71 of 2008;
- Nonprofit Organisations Act 71 of 1997;
- Protection of Personal Information Act 4 of 2013;
- Promotion of Access to Information Act 2 of 2000;
- Basic Conditions of Employment Act 75 of 1997;
- Labour Relations Act 66 of 1995;
- Employment Equity Act 55 of 1998, where applicable;
- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1999;
- Unemployment Insurance Act 63 of 2001;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Income Tax Act 58 of 1962;
- Value-Added Tax Act 89 of 1991; and
- other legislation applicable to FTT's activities.

The availability of records under any of these laws remains subject to the provisions and limitations of the relevant legislation.

7. Processing of Personal Information in Terms of POPIA

FTT processes personal information in accordance with POPIA.

7.1 Purpose of processing

FTT processes personal information for purposes including:

- administering membership and certification;
- processing certification applications;
- arranging and conducting audits;
- maintaining auditor competency and certification records;
- evaluating audit findings and corrective actions;
- making and recording certification decisions;
- managing complaints and appeals;
- communicating with members, applicants, auditors and stakeholders;
- sharing certification information with relevant travel and tourism sector data platforms;
- maintaining the security and functionality of FTT's systems;
- website analytics and improvement; and
- complying with legal and regulatory obligations.

7.2 Categories of data subjects

Depending on FTT's activities, personal information may relate to:

- FTT members and certification applicants;
- personnel and representatives of member and certified businesses;
- auditors;
- FTT directors, committee members and other representatives;
- employees and consultants;
- suppliers and service providers;
- donors and funding partners;
- individuals who communicate with FTT; and
- website users.

7.3 Categories of personal information

Depending on the relationship with FTT, this may include:

- names and contact details;

- organisation and job-title information;
- account and login information;
- membership and certification information;
- audit and corrective-action records;
- auditor qualifications, training and competency records;
- certification decisions and related correspondence;
- names and/or positions of personnel interviewed during audits;
- financial and payment information where relevant; and
- technical information relating to website use, including information collected through Google Analytics.

7.4 Recipients of personal information

Personal information may be supplied to:

- FTT auditors;
- FTT committees involved in certification-related decisions;
- service providers supporting FTT's operations and systems;
- professional advisers;
- sustainability data platforms used to communicate FTT certification information;
- public authorities where required or permitted by law; and
- other recipients where disclosure is permitted by POPIA or another applicable law.

FTT provides information about FTT-Certified businesses to BeCause, a sustainability data hub for travel, tourism and hospitality. This may include the certified business's name, address, public contact details, FTT certification status and certification expiry date.

Where information shared about a certified business identifies an individual, it is treated as personal information in accordance with POPIA.

7.5 Planned trans-border flows

FTT uses a certification management and reporting platform provided by the European Centre for Eco- and Agro-Tourism (ECEAT), based in the Netherlands.

FTT controls the information entered and processed through the platform for FTT's membership and certification activities. ECEAT provides the underlying technical platform and does not use FTT's certification information for its own purposes.

Personal information may therefore be processed outside South Africa in connection with FTT's certification management systems and other service providers.

FTT will take appropriate steps to ensure that applicable POPIA requirements for trans-border processing are met.

7.6 Information security

FTT takes appropriate, reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised access, unlawful processing and other foreseeable risks.

Access to personal information is restricted to persons who require access for legitimate FTT purposes.

FTT reviews its information-security arrangements as appropriate to the nature and risks of the information processed.

Further information is contained in FTT's Privacy Policy.

8. Requesting Access to Records

A requester who wishes to obtain access to a record held by FTT must make a request in the prescribed Form 2: Request for Access to Record.

The request must be submitted to the Information Officer:

Email: info@fairtradetourism.org

The requester must provide sufficient information to enable FTT to identify the record requested and the requester.

Where the request is made on behalf of another person, the requester must provide proof of the capacity in which the request is made.

The requester should identify the right that is sought to be exercised or protected and explain why the requested record is required for that purpose, as required by PAIA.

The prescribed Form 2 is available from the Information Regulator.

9. Consideration of Requests

FTT will consider each request in accordance with PAIA.

Access to a record may be refused where a ground for refusal under PAIA applies. These grounds include, among others:

- protection of personal information;
- protection of confidential information;
- protection of commercial or business information;
- protection of privileged information;
- protection of the safety of individuals and property; and
- protection of the integrity of legal or other proceedings.

Where only part of a record is subject to a ground for refusal, FTT will consider whether the remainder of the record can reasonably be provided.

FTT will notify the requester of its decision in the prescribed manner.

As a private body, FTT does not have an internal appeal procedure under PAIA. A requester who is dissatisfied with a decision may exercise the remedies available under PAIA, including lodging a complaint with the Information Regulator or approaching a court where applicable.

10. Fees

The prescribed request fee for a private body is currently R140.

Where access is granted, prescribed access and reproduction fees may apply, including fees for copying, reproduction, search and preparation of records.

The applicable fees are those prescribed under PAIA and its regulations and as updated by the Information Regulator from time to time.

FTT will notify a requester of any applicable fees before they become payable.

A requester seeking access to a record containing their own personal information is not required to pay the prescribed request fee.

11. Availability of This Manual

FTT will make this Manual available on its website and, on request, through the Information Officer. The Manual will be updated as required by PAIA.

As FTT does not maintain a public physical office, arrangements for inspection of the Manual may be made with the Information Officer.

12. Information Regulator

A requester may contact the Information Regulator for assistance or to lodge a complaint concerning access to information.

Information Regulator of South Africa

Telephone: 010 023 5200

Email: enquiries@inforegulator.org.za

Website: inforegulator.org.za

13. Review of This Manual

FTT will review and update this Manual as necessary to reflect changes in its organisation, records, information-processing activities, contact details or applicable legislation.

Approved by: _____

Position: _____

Date: _____