



Access to Information Manual

We respect your right of access to information. This manual will help you (the requester of information) to exercise that right and help you know how you may get access to our records. The Promotion to Access of Information Act 2 of 2000 as amended from time to time (known as PAIA) requires us to draft and make this manual available to you.

- Know what types of information we have.
- Know how to request access to it.

Promotion of Access to Information Manual (PAIA Manual)

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

Company Name: TravelJoy

Email: onboard@traveljoy.co.za

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1. Introduction

This manual has been prepared in accordance with the Promotion of Access to Information Act (PAIA) to assist individuals who wish to access information held by TravelJoy. Although we do not collect or store personal data beyond IP addresses for security purposes, we aim to be transparent with our users.

2. Company Description

TravelJoy is a travel assistance app that offers users tools to manage and plan their trips. We do not collect or store personally identifiable information unless explicitly provided by users (e.g., via contact forms). The app may use third-party services such as weather data providers and booking APIs.

3. Information Available Automatically

Users may access the following information freely on our website:

- Privacy Policy
 - Terms and Conditions
 - Contact Information
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4. Records Available Without Request

At this time, TravelJoy does not hold public records that are automatically available without a formal request.

Requests for any information are subject to legal considerations and will only be disclosed under appropriate circumstances. TravelJoy respects every individual's right to privacy and will not disclose any information unless required to do so by law.

5. Third-Party Data Sharing

While TravelJoy does not sell or directly share personal information, third-party service providers may collect limited user data when their services are used via our app. These interactions are governed by the third parties' own privacy policies.

6. Procedure for Requesting Information

To request access to records, please contact the Head of Business at the email address provided. All requests must:

- Be in writing
- Contain sufficient detail to identify the record requested
- Include proof of identity

We will respond within the timeframe prescribed by law.

7. Contact Details

Designated Contact Person:

TravelJoy Support

 Email: onboard@traveljoy.co.za

 Website: www.traveljoy.co.za