



Apex Shark Expeditions PAIA Manual

Apex Shark Expeditions (Pty) Ltd

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended.

This manual explains how to request access to records held by Apex Shark Expeditions, identifies the records we hold, and describes the processing of personal information in our business.

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1 Acronyms and abbreviations

Term	Meaning
DFFE	Department of Forestry, Fisheries and the Environment
IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator of South Africa
SAMSA	South African Maritime Safety Authority
SARS	South African Revenue Service
NEMBA	National Environmental Management: Biodiversity Act 10 of 2004

2 Purpose of the manual

This manual helps members of the public identify records available from Apex Shark Expeditions (Pty) Ltd, understand how to request access, and contact the Information Officer. It describes records available voluntarily or under legislation, and the subjects on which the company holds records.

It also explains why personal information is processed, the categories of people and information involved, the recipients to whom information may be supplied, possible transfers outside South Africa, and the security measures to be implemented.

3 Contact details

3.1 Information Officer

Karyn Cooper — Director

Mobile: +27 82 826 2074

Email: karyn@apexsharkexpeditions.com

3.2 Deputy Information Officer enquiries

Please direct all access-to-information requests and enquiries about any designated Deputy Information Officer to Karyn Cooper using the contact details above.

3.3 General enquiries and head office

Email: sharkcenter@apexsharkexpeditions.com

Telephone: +27 72 997 7996

Website: <https://apexpredators.com/>

Postal address: P.O. Box 43777, Fish Hoek, 7974, Cape Town, South Africa

Physical address: Shop 5 & 6, Boardwalk Centre, St George's Street, Simon's Town, 7975, Cape Town, South Africa

4 PAIA guide and requests for access

4.1 Guide issued by the Information Regulator

The Regulator's guide explains how to use PAIA and exercise access rights. It covers requests to public and private bodies, assistance available, prescribed fees, and remedies when access is refused. Language versions and accessible formats can be requested from the Regulator. The Information Officer can assist requesters to obtain the guide in their preferred available language.

Guide: <https://inforegulator.org.za/paia-guidelines/>

Forms: <https://inforegulator.org.za/paia-forms/>

Regulator enquiries: enquiries@inforegulator.org.za

Telephone: 010 023 5200

4.2 Making a request

Submit the prescribed Form 2 to the Information Officer by email or at the physical or postal address in section 3. Identify the record requested, the right you wish to exercise or protect, and why the record is required for that purpose. Include your contact details and preferred form of access. If acting for someone else, provide proof of your authority.

The Information Officer will assess the request under PAIA, advise of any applicable prescribed fees and communicate the decision. Access is subject to PAIA, including the protection of third-party personal information and other statutory grounds for refusal. Listing a record in this manual does not make it automatically accessible.

4.3 Assistance and complaints

Contact the Information Officer if you need help identifying a record or completing a request. Information about complaints and other remedies is available in the Regulator's guide and on its website. The guide distinguishes remedies applicable to public and private bodies.

5 Records available without a formal request

The following public materials can be accessed on our website or requested from the Shark Centre without a formal PAIA application. Availability of research material remains subject to the relevant publication and copyright conditions.

Category	Public records	Access
Research	Published scientific research papers and research information	Website or enquiry
Tours	Published tour information and tour terms and conditions	Website or enquiry
Website terms	Terms and conditions of website use	Website or enquiry
Privacy	Published privacy policy	Website or enquiry
Access to information	This PAIA manual	Website or enquiry

6 Records held under other legislation

The company holds records relevant to its activities under the legislation below, where applicable, including amendments and regulations. Access depends on the relevant law and PAIA; these records are not necessarily available to the public without a request.

Records	Relevant legislation
Company formation, governance and financial records	Companies Act 71 of 2008
PAIA manual and access requests	Promotion of Access to Information Act 2 of 2000
Personal information and privacy records	Protection of Personal Information Act 4 of 2013
Passenger and crew lists, vessel safety certificates and seafarer credentials	Merchant Shipping Act 57 of 1951 and applicable vessel safety and seafarer regulations; South African Maritime Safety Authority Act 5 of 1998
Environmental permits, operating conditions and compliance logs	National Environmental Management Act 107 of 1998; National Environmental Management: Biodiversity Act 10 of 2004 and applicable permit regulations
Tourist guide registration and credentials	Tourism Act 3 of 2014
Radio licences and communications records	Electronic Communications Act 36 of 2005 and applicable regulations
Employment, attendance, remuneration and disciplinary records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998
Employee insurance, injury and training records	Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002; Compensation for Occupational Injuries and Diseases Act 130 of 1993; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999
Tax, sales, invoices and accounting records	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991; Tax Administration Act 28 of 2011
Marketing content and intellectual property	Copyright Act 98 of 1978; Trade Marks Act 194 of 1993
Customer transactions and online commerce	Consumer Protection Act 68 of 2008; Electronic Communications and Transactions Act 25 of 2002

7 Subjects and categories of records

Records may be held electronically or on paper. The categories below describe the company's records and do not confer an unrestricted right of access.

Subject	Categories of records
Supply chain and retail	Stocktakes; supplier invoices and statements; purchasing and stock records.
Finance and bookkeeping	Daily and monthly sales reports; invoices; payment records; supplier statements; banking and tax records; agent commissions.
Marine and environmental compliance	Vessel and operating permits; vessel logbooks; maintenance records; guest logs and manifests; DFFE reporting; vessel safety certification; emergency plans; incident reports.
Human resources	Employment records; HR policies and procedures; attendance; remuneration and commission records; disciplinary records; in-house training records.
Staff credentials	Skipper qualifications; tourist guide credentials; firefighting and first-aid training; relevant certificates and expiry records.
Operations	Insurance policies; vehicle licences and maintenance; equipment and appliance manuals; guarantees; operational correspondence.
Bookings and guest services	Enquiries; reservations; guest contact details; trip and transfer arrangements; payment confirmations; indemnities; equipment sizing; guest communications and complaints.
Marketing and trade relations	Brochures; photographs; logos; videos; social media and corporate presentations; trade partner details; trade materials; customer and subscriber records.
Corporate and information governance	Company records; agreements; privacy and access-to-information records; related correspondence.

8 Processing of personal information

8.1 Purposes of processing

Personal information is processed to answer enquiries; manage bookings, payments, refunds and agent relationships; arrange trips and transfers; prepare manifests and indemnities; allocate suitable equipment; communicate with guests; and manage safety, incidents and insurance matters.

The company also processes information to administer employment, payroll, training and suppliers; maintain financial and regulatory records; meet legal obligations; manage its website; and provide marketing communications where permitted by law. Information should be relevant to the purpose for which it is collected.

8.2 Data subjects and categories of information

Data subjects	Information that may be processed where relevant
Guests and customers	Names and contact details; booking and payment records; pickup and accommodation details; age or date of birth where necessary; manifest and indemnity information; height, weight and shoe size; emergency contacts; relevant health or assistance information supplied for safe participation; correspondence.
Children participating in activities	Relevant booking, age and safety information, together with parent or guardian details and appropriate authorisation.
Agents and trade partners	Names; business and contact details; booking correspondence; agreed rates; commissions; invoicing and payment details.
Suppliers and service providers	Names; business registration and VAT details; addresses and contacts; contracts; bank details; invoices and payments.
Employees and applicants	Identity and contact details; date of birth; employment history; qualifications; payroll, tax and banking details; attendance and performance records; demographic or health information where lawfully required.
Website visitors and subscribers	Contact and subscription details; IP address; internet service provider; visit dates and pages viewed; referral information and communications preferences.

8.3 Recipients of personal information

Information may be supplied where necessary for a stated purpose and permitted by law. Recipients can include booking and indemnity platform providers; payment processors; transfer or tour providers involved in a booking; and the agent arranging the guest's services. Only information needed for the relevant service should be supplied.

Other recipients may include authorised IT and hosting providers, accountants and payroll providers, professional advisers, insurers and emergency services; SARS and employment authorities; SAMSA and DFFE; and qualification-verification bodies where required.

8 Processing of personal information continued

8.4 Transfers outside South Africa

International staff travel for marketing may require the provision of names, contact details, passport and visa information, photographs and travel-related financial details to airlines, accommodation providers, travel agents and relevant authorities in the destination or transit countries.

International bookings and the use of online booking, email, indemnity, marketing or cloud services may also involve processing outside South Africa. Any such transfer must be assessed against section 72 of POPIA before it takes place. The applicable recipient, destination country, information involved and transfer safeguards depend on the particular service or transaction. Enquiries about these arrangements should be directed to the Information Officer.

8.5 Information security measures to be implemented

The company's information-security requirements are to protect the confidentiality, integrity and availability of personal information through appropriate technical and organisational measures. The measures to be implemented and maintained, proportionate to the systems and information involved, include:

- Access limited to authorised personnel who need the information for their work, with access removed when no longer required.
- Appropriate account passwords and additional authentication where supported; secure devices and regular software updates.
- Suitable anti-malware protection, secure data transmission and protection of stored information appropriate to the risk.
- Backups and recovery arrangements, secure handling of paper records, and retention and disposal controls.
- Confidentiality obligations, appropriate service-provider arrangements, staff awareness and procedures for identifying and responding to security incidents.

The Information Officer coordinates the review of these measures with the company's service providers.

9 Availability of this manual

This manual is available on <https://apexpredators.com/> and for public inspection at the head office during normal business hours. An electronic copy can be requested from the Information Officer. It is also supplied to the Information Regulator on request.

Any charge for a printed copy will be limited to the applicable prescribed reproduction fee. Inspection of the manual is free.

10 Updating this manual

The Director will review this manual regularly and update it when contact details, record categories or processing arrangements change. The scheduled review date is 30 August 2027, or earlier if required.

Responsible for this manual
Karyn Cooper
Director
Apex Shark Expeditions (Pty) Ltd