



THIS MANUAL HAS BEEN PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 / 2000.

**Section 51(1)(a)**

**Name of Business**

Three Tree Hill CC

**Registration Number of Company:**

2007/216695/23

**Contact Person**

Cheryl Blackburn

**Physical Address & Postal Address**

Rhenosterfontein Farm, Bergville, 3350

**Telephone**

036 448 1171

**Mobile Phone**

082 379 1864

**Website**

<https://www.threetreehill.co.za>

**E-mail**

frontdesk@threetreehill.co.za

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person or entity, whether such information is required by someone to protect his/her rights.

## **OVERVIEW**

Three Tree Hill is a small luxury guest lodge situated in the foothills of the Drakensberg mountains, accommodating 24 guests, providing meals and guided nature & historical based activities. This manual serves to inform members of the public of the categories of information we hold, and which may, subject to the grounds of refusal listed in the Act, be disclosure after evaluation of an access application being made in terms of the Act. It is our policy to respect your privacy regarding any information we may collect from you across our website, [www.threetreehill.co.za](http://www.threetreehill.co.za).

## **AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available on our website [www.threetreehill.co.za](http://www.threetreehill.co.za)

At our reception desk at the lodge, Rhenosterfontein Farm, Bergville, 3350

This Manual will be updated from time to time, as and when required.

## **OUR INFORMATION OFFICER**

Our information officer is:

Cheryl Blackburn – email: [cheryl@threetreehill.co.za](mailto:cheryl@threetreehill.co.za)

Designation: Owner/Manager

Telephone: +27 849854284

## **OUR DEPUTY INFORMATION OFFICER**

Our information officer is:

Simon Blackburn – email: [simon@threetreehill.co.za](mailto:simon@threetreehill.co.za)

Designation: Owner/Manager

Telephone: +27 79 6671216

## HOW TO REQUEST ACCESS TO RECORDS HELD BY THREE TREE HILL

Requests for access to records held by Three Tree Hill must be made on the request forms that are available from our reception office.

When a record is requested, the following will apply:

- On the Request Form all details must be completed, including the right the requester wants to protect by requesting the information.
- If the requester is acting on behalf of someone else, the signature of the other person as the one who is authorised the request to be made.
- The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) s/he wants to access the information.
- If the record is part of another record, the requester will only be access the part(s) that pertains to the information s/he wants or is entitled to, and not the rest of the record.

All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act. One can, for example, not access another person's confidential information, or trade- or commercial secrets of a business.

**An answer on a request for information must be made within 30 days of the request, and if not granted and the requester is not satisfied s/he can approach the courts within 30 days.**

## HOW THE ACT WORKS AND INFORMATION PUBLISHED BY THE SAHRC

The Guide is available from the South African Human Rights Commission. Please direct queries to:

**The South African Human Rights Commission:**

PAIA Unit

The Research and Documentation Department

Postal Address:

Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: <http://www.sahrc.org.za>

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## **VOLUNTARY DISCLOSURE**

The following information is made known automatically and persons do not have to request such information.

Fact sheets, list of experiences, cost of accommodation & experiences, booking terms & conditions, brochure, directions are all available on our website and free of charges.

## **RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

Information is available in terms of the following legislation to the persons or entities specified in such legislation, as well as the specific protections offered by such laws. As legislation changes from time to time, and new laws may stipulate new manners and extend the scope of access by persons specified in such entities, this list should be read as not being a final and complete list.

Business legislation (including all regulations issued in terms of such legislation):

The Companies Act 71 of 2008; Income Tax Act 58 of 1962; Value Added Tax Act 89 of 1991; Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997; Employment Equity Act 55 of 1998; Skills Development Levies Act 9 of 1999; Unemployment Insurance Act 63 of 2001; Electronic Communications and Transactions Act 25 of 2002; Telecommunications Act 103 of 1996; Electronic Communications Act 36 of 2005; Consumer Protection Act 68 of 2008; Broad-based Black Economic Empowerment Act 53 of 2003; National Credit Act 34 of 2005; Long-term Insurance Act 52 of 1998

## **RECORDS HELD BY THREE TREE HILL**

We hold records in the categories listed below. **The fact that we list a record type here does not necessarily mean that we will disclose such records**, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act. The following categories of records may be held by Three Tree Hill Lodge:

### **Company Records**

- Company registration documents
- Shareholder records
- Minutes and resolutions
- Statutory records

### **Financial Records**

- Accounting records
- Audited financial statements
- Tax records
- Bank statements
- Invoices and payment records

### **Human Resources Records**

- Employment contracts
- Personnel records
- Payroll records
- Training records
- Leave records
- Performance appraisals
- Disciplinary hearing records

### **Guest and Reservation Records**

- Reservation information
- Guest registration records
- Correspondence with guests
- Payment records
- Special requests provided by guests

### **Supplier and Service Provider Records**

- Supplier agreements
- Procurement records
- Service contracts
- Invoices and statements

### **Marketing Records**

- Website content
- Promotional materials
- Newsletter subscriptions
- Social media records

### **Operational Records**

- Health and safety records
- Maintenance records
- Environmental management records
- Licences and permits

### **APPLICABLE LEGISLATION**

Three Tree Hill Lodge is subject to various legislation, including but not limited to:

- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act, 2013
- Companies Act, 2008

## 2026 Access to Information (PAIA)

- Labour Relations Act, 1995
- Basic Conditions of Employment Act, 1997
- Employment Equity Act, 1998
- Occupational Health and Safety Act, 1993
- Income Tax Act
- Value Added Tax Act
- Skills Development Act
- Compensation for Occupational Injuries and Diseases Act
- Unemployment Insurance Act
- Tourism Act and related regulations

## **Processing of Personal Information**

Three Tree Hill Lodge processes personal information for purposes including:

- Managing reservations and guest services
- Human resource administration
- Supplier management
- Compliance with legal obligations
- Marketing communications where permitted by law

Personal information is processed in accordance with the Protection of Personal Information Act (POPIA).

Further information is available in the Three Tree Hill Privacy Policy.

## **REQUEST PROCEDURE**

Requests for access to records must be submitted in writing to the Information Officer.

The request should include:

- Full name and contact details of the requester
- Sufficient detail to identify the requested record
- The form of access requested
- The right being exercised or protected (where applicable)

The prescribed request form may be obtained from the Information Regulator.

## **FEES PAYABLE**

Applicable fees may be charged in accordance with PAIA and its regulations.

Requesters will be notified of any fees payable before processing of the request proceeds.

## **SECURITY MEASURES FOR SAFEGUARDING INFORMATION**

What data we store, we'll protect within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification. We don't share any personally identifying information publicly or with third-parties, except when required to by law.

## **PROCESSING OF PERSONAL INFORMATION**

See below the recipients to whom the personal information may be supplied.

**Identity number, names for criminal checks** – South African Police Service

**Qualifications for qualification verification** – South African Qualifications Authority

**Credit, payment history for credit information** – Credit Bureaus

Updating of manual will be done annually, if necessary, or when regulations are changed.