

## **REGISTRATION OF SOUTH AFRICANS ABROAD - ROSA**

### **What is ROSA?**

ROSA is the acronym for the 'Registration of South Africans Abroad', a software programme developed by the Department of International Relations and Cooperation to enable travellers to register on-line.

The information travellers register on ROSA allows the Department of International Relations and Cooperation to assist South African citizens in the event of an emergency. The registration is a free, voluntary service provided by Government (through the Department of International Relations and Cooperation). ROSA is only available to South African citizens who are travelling, living or working abroad.

ROSA is an initiative that is endorsed and supported by the Association of South African Travel Agents (ASATA).

### **Why should I register?**

Vast numbers of our people who travel abroad every day do not encounter any difficulties. However, through our missions abroad, we have assisted a growing number of South Africans who have become victims of crime, accidents, illness, death, natural/man-made disasters, civil unrest, or whose family and/or next-of-kin needed to contact them in an emergency.

Registration through this website is NOT considered proof of South African citizenship. If you apply for any service from an Embassy, High Commission or Consulate General (mission) while abroad, you will be asked by staff to provide proof of South African citizenship, such as a passport or bar coded ID book.

By registering your trip on-line with ROSA you assist the Department of International Relations and Cooperation to locate you during an emergency, thus verifying your status and liaising with your next-of-kin. Information on ROSA is not continuously monitored and will only be accessed during a declared consular emergency.

Registration is voluntary and free of charge. We encourage you to consider registration as an integral part of your travel planning and security.

### **How do I register?**

The ROSA software is an on-line registration process available on the website of the Department of International Relations and Cooperation. The address is <http://www.dfa.gov.za/consular/index.html>

You can register by clicking on the following online [ROSA software link](#)

The ROSA software is unique as it allows for a traveller to:

- register as an Individual Traveller
- register as Group Travellers
- register multiple destinations
- update their profiles (Individual or Group)
- de-register their profile from the system.

### **How can the Embassy or Consulate assist me while I am abroad?**

The [Chief Directorate: Consular Services](#) in the Department of International Relations and Cooperation, in close collaboration with the Consular Sections of [South African Representatives](#) abroad, provides consular services to South African citizens who work, live and travel abroad. Consular Services operate 24 hours a day, 7 days a week. On weekends and after hours, assistance is rendered in co-operation with the Department's Operations Room in Pretoria. The Operations Room supports our 121 Representatives in 105 countries affording services that cover the entire world.

A detailed list of services is available at <http://www.dfa.gov.za/consular/services.htm>

### **How will my information be used?**

ROSA will be utilised by Consular Officers at Head Office or at a South African Mission abroad in the event of a disaster, emergency or other crisis as outlined above.

Information on ROSA is only accessed by the Department during a declared consular emergency. Only authorised officers of the Department of International Relations and Cooperation will have access to the information which will solely be used in the event of an emergency. This will enable the Department to e.g. react by contacting the next-of-kin to verify the status of the South Africans travelling abroad that might have been affected by the emergency.

### **Registration and Privacy**

The Department of International Relations and Cooperation is committed to ensuring that any personal information received through the ROSA on-line registration process is safeguarded against unauthorised disclosure.

The Department will not disclose the information you provide through the registration application to any third parties (this includes family members) unless you have first given written authorisation to do so. In the event that family members make enquiries about your whereabouts, such requests will be forwarded to you. You may choose to inform the mission of your decision to respond or not.

This internet site uses secure encryption to safeguard your privacy and therefore any unauthorised interception by third parties of the information you send via the internet is unlikely. The Department does not accept responsibility for any such interception.

### **Important Notification**

The responsibility remains with the individual traveller to-

- act responsibly and be aware of the risks
- consider and purchase full travel insurance or an overseas health plan
- Respect the culture and customs of the countries visited.

The consular assistance provided by the Department of International Relations and Cooperation, in the case of an emergency, is usually of a non-financial nature, and the Department will not be responsible for payment of legal, medical, travelling expenses or any other expenses on behalf of the traveller.

**It is reiterated that information on ROSA is only accessed by the Department during a declared consular emergency.**