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Reg. No. 2011/149807/07

PAIA Manual

of

Guardian Air Asset Management (Pty) Ltd (Private Body)

Prepared and compiled on 2024-05-21 in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) in respect of Guardian Air Asset Management Pty Ltd.

Registration number: 1980/009905/07
Update: 2025-02-06

Directors:
S.J.L. Fourie
E.N.K. Yamoah

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1. INTRODUCTION

Guardian Air Asset Management (Pty) Ltd conducts business as a 24-Hour Air Ambulance Service, charter and Aviation Management company. We are an industry expert, ready to assist any client in Medevac Chartering or Aviation Management requests.
Our roots are in aircraft and aviation management, with our professional operations team and experienced technicians offering intelligent and qualified services.

2. THE ACT

The Promotion of Access to Information Act, No. 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THE MANUAL

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
This PAIA Manual assist you to -

3.1 check the categories of records held by Guardian Air Asset Management Pty Ltd which are available without a person having to submit a formal PAIA request;

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3.2 have a sufficient understanding of how to make a request for access to a record of Guardian Air Asset Management Pty Ltd, by providing a description of the subjects on which Guardian Air Asset Management Pty Ltd holds records and the categories of records held on each subject;

3.3 know the description of the records of Guardian Air Asset Management Pty Ltd which are available in accordance with any other legislation;

3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;

3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;

3.6 know if Guardian Air Asset Management Pty Ltd processes personal information and the purpose of processing of personal information;

3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;

3.8 know the recipients or categories of recipients to whom the personal information may be supplied;

3.9 know if Guardian Air Asset Management Pty Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

3.10 know whether Guardian Air Asset Management Pty Ltd appropriate security measures must ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. CONTACT DETAILS:

Information Officer:
Name: Nadia
Surname: Dicks
Email: nadia.dicks@guardianair.co.za
Tel: (011) 701 3011

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E.N.K. Yamoah
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Postal Address:
Hangar 7 Gate 5
Lanseria International Airport
Lanseria, 1748

Physical Address:
Hangar 7 Gate 5
Lanseria International Airport
Lanseria 1748

Telephone No:
(011) 701 3011

E-mail: nadia.dicks@guardianair.co.za

Deputy Information Officer:
Name: Arno
Surname: Van Zanten
Email: arno.zanten@guardianair.co.za
Tel: (011) 701 3011

Deputy Information Officer:
Name: Verity
Surname: Daniels
Email: verity.daniels@guardianair.co.za
Tel: (011) 701 3011

GENERAL INFORMATION:

Name of Private Body:
Guardian Air Asset Management (Pty) Ltd

Registration No: 2011/149807/07

Postal Address:
Hangar 7 Gate 5
Lanseria International Airport
Lanseria, 1748

Physical Address (or principal place of business):
Hangar 7 Gate 5
Lanseria International Airport
Lanseria, 1748

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Telephone No:
(011) 701 3011

E-mail:
nadia.dicks@guardianair.co.za

arno.zanten@guardianair.co.za

verity.daniels@guardianair.co.za

Website:
https://web.guardianair.co/

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1 the Information Officer of every public body, and

5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;

5.3.3 the manner and form of a request for-

5.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and

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5.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;

5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;

5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

5.3.6.1 an internal appeal;

5.3.6.2 a complaint to the Regulator; and

5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of Section 92 of PAIA.

5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

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5.5 The Guide can also be obtained -

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Information Regulator (https://inforegulator.org.za/).

5.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of the Record	Available on Website	Available upon request
Client	Invoice		X
	Quotation		X
	Price List		X
Company	Company Profile	X	X
	Catalogue	X	X
	Contact details	X	X
	Aircraft Fleet	X	X
	Services	X	X
	Financial reports required by regulatory authorities.		X
	Company history	X	X
	Trade References		X

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7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Guardian Air Asset Management Pty Ltd holds to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which thebody holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	HR policies and procedures;Advertised posts; Employees records; Warning and Development e.g.: Skills Development and Training PlansEmployment Equity Plan and Statistics
Operational Policies or Plansor Procedures or Frameworks	Protocols Agreements, Supply Chain Management, Procurement Plans, Specific Tenders & Contracts, Donations, Funds,Suppliers, Risk Management, Audit, IT, Finance Management, Human Resources,Marketing and Branding RecordsManagement.
Corporate Governance	Organizational and Business Plans; Memorandum of Understanding; Regulator's Policies and Procedures; Occupational Health and Safety Plan;Loss Control Register; Evacuation procedures
Manual and Guide	Regulator's Manual and Guide on how to use the PAIA Manual
Information Technology	Incidents and Service Requests;Asset Issuing and Custodian; Information; System Event Logs; System Performance Logs; Systems Maintenance Check lists;Monthly Operations Reports; Service Level Agreements; ICT Policies and Procedure Manuals;Network maintenance; System Development Documents.
Media	Website content and social media.
Registers	Information Officers, Issued Codes of Conduct, Internal Directories, File Plan, and Records Control Schedule.

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Reports / Minutes / Decisions	Conferences Research and Findings, Monitoring and Evaluation, Statistics, Surveys,Submissions on Legislation.
Investigation and compliance	Subpoena based Hearings, Summons, warrants to search and seize items, Enforcement Notices, Information Notices, HRInterventions, Public Hearings, Plenary Reports and investigation report.
Finances	Financial Accounting, Financial Reporting,Contracts and Tender Administration, Asset Management / Register, Management Accounting, Estimates, Statements, Budgets, Reports, Audit Records, Revenue Statements, Reports and Returns.
Clients / Patients / Suppliers / Service Providers	*These include, but are not limited to the following:* **Company Information:** Registered Company Name and Trading As Name, Registration Number, Copy of Registration Documents, VAT Number, Email Address, Physical Address, Postal Address, Collection/Delivery Address, Director's ID Number (Account Purposes), Copy of Director's ID, Banking Details, Trade Classification, Trade Classification Code, Designated Contact Person Information/Contact Information, Company Landline, Cellphone Number, Alternative Contact Information. **Personal Information:** Title, Full Name, Surname, Date of Birth, Age, ID number, Copy of ID, Physical Address, Postal Address, Work Address, Banking Details, Income Tax Number, Cellphone Number, Home Telephone Number, Work Telephone Number, Alternative Contact Numbers, Email Address, Driver's License Details, Copy of Driver's License, Occupation, Next of Kin Details (Name, Surname, Relationship, Contact Number, Physical Address) *Medical Aid Details:* Medical Aid Name, Medical Aid Plan, Medical Aid Number, Main Member, ID Number, Date of Birth. *Medical History:* Full Name, Surname, Date of Birth, ID Number, Copy of ID, Medical Problems, Medication, Allergies.

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Directors/Shareholders	*These include, but are not limited to the following:* Full Name, Surname, ID number, Copy of ID, Physical Address, Postal Address, Banking Details, Income Tax Number, Cellphone Number, Home Telephone Number, Alternative Contact Numbers, Email Address, Qualifications, Driver's License Details, Copy of Driver's License, Marital Status, Next of Kin Information/Contact Information, Medical Information.
Employees	*These include, but are not limited to the following:* Full Name, Surname, ID number, Copy of ID, Physical Address, Postal Address, Banking Details, Income Tax Number, Cellphone Number, Home Telephone Number, Alternative Contact Numbers, Email Address, Qualifications, Driver's License Details, Copy of Driver's License, Marital Status, Next of Kin Information/Contact Information, Medical Information. *Special Personal Information:* Gender, Nationality, Blood Type, Psychometric tests, MBTI personality tests, PAYE Information, UIF Information, Dependents information, SDL Information *Medical Aid Details:* Medical Aid Name, Medical Aid Plan, Medical Aid Number, Main Member, ID Number, Date of Birth. *Medical History:* Full Name, Surname, Date of Birth, ID Number, Copy of ID, Medical Problems, Medication, Allergies.

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8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Guardian Air Asset Management Pty Ltd, which includes but is not limited to, the following –

- Basic Conditions of Employment Act No. 75 of 1997;
- Broad-Based Black Economic Empowerment Act, 2003;
- Business Act No. 71 of 1991;
- Companies Act No. 71 of 2008;
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- Competition Act. No. 71 of 2008;
- Constitution of the Republic of South Africa 2008;
- Copyright Act No. 98 of 1978;
- Customs and Exercise Act No. 91 of 1964;
- Cybercrimes Act No. 19 of 2020;
- Debt Collectors' Act No. 114 of 1998;
- Designs Act No. 195 of 1993;
- Electronic Communications Act No. 36 of 2005;
- Electronic Communications and Transaction Act No. 25 of 2002;
- Employment Equity Act No. 55 of 1998;
- Financial Advisory and Intermediary Services Act of 2002;
- Financial Intelligence Centre Act No 38 of 2001;
- Identification Act No.68 of 1997;
- Income Tax Act No. 58 of 1962;
- Insider Trading Act No. 135 of 1998;
- Insolvency Act No. 24 of 1936;
- Inspection of Financials Institutions Act No. 18 of 1998;
- Intellectual Property Laws Amendment Act 38 of 1997;
- Labour Relations Act No. 66 of 1995;
- Leases of Land Act No. 18 of 1969
- Long Term Insurance Act 52 of 1998;
- Machinery and Occupational Safety Act No. 6 of 1983;
- National Credit Act No. 34 of 2005;
- National Road Traffic Act 93 of 1996;
- National Environmental Management Act No 107 of 1998;
- Occupational Health and Safety Act No. 85 of 1993;
- Patents Act No. 57 of 1978;
- Pension Funds Act No. 24 of 1956;
- Prescription Act No. 68 of 1969;
- Prevention of Organised Crime Act No. 121 of 1998;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;

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- Revenue laws Second Amendment Act. No 61 of 2008;
- Road Transportation Act. No. 74 of 1977;
- Skills Development Levies Act No. 9 of 1999;
- Short-term Insurance Act No. 53 of 1998;
- Stock Exchanges Control Act No. 1 of 1985;
- Taxation Laws Amendment Act No. 7 of 2010;
- Trademarks Act No. 194 of 1993; - Transfer Duty Act No 40 of 1949;
- Uncertificated Securities Tax Act No. 31 of 1998;
- Unemployment Contributions Act 63 of 2001;
- Unemployment Insurance Act No. 30 of 1966;
- Value Added Tax Act 89 of 1991.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

We only process personal information for:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

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9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Clients	Company Registered Name and Trading As Name, Company Registration Number, Copy of Company Registration Documents, Physical Address, Postal Address, Company VAT Numbers, Email Address, Designated Contact Person Information, Driver Information, Copy of Driver's License, Copy of Director's ID.
Service Providers	Company Registered Name and Trading As Name, Company Registration Number, Copy of Company Registration Documents, Physical Address, Postal Address, Company VAT Numbers, Email Address, Designated Contact Person Information.
Employees	Full Name, Surname, Physical Address, Postal Address, Email Address, Qualifications, Marital Status, Banking Details, Next of Kin, Emergency Contact Details, ID Numbers, Copy of ID's, Driver's License Details, Copy of Driver's License, Information pertaining to Employment Equity, Information pertaining to BEE and Income Tax Numbers.

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9.3 The recipients or categories of recipients to whom the personal information may be supplied

Recipients or Categories of Recipients to whom the personal information may be supplied	Category of Personal Information
South African Police Service	South African Police Service Identity number, Copy of ID, Copy of Passport, Names, Surname, Contact Details for criminal check purposes (if applicable)
South African Qualifications Authority	Qualifications, for qualification verifications
Credit Bureaus	Credit and payment history, for credit information
Insurance Companies	Name, Surname, Email Address, Physical Address, Postal Address, Marital Status, Occupation, Company Registration Numbers, VAT Numbers, Business VAT Numbers, ID Numbers, Copy of ID, Copy of Passport, Collection/Delivery Addresses, Insurance History, Claims History, Debit Order Details, Contact Numbers and Banking Details.
Government Entities (Department of Education, Department of Health, Department of Labour etc.)	Name, Surname, Email Address, Physical Address, Postal Address, Marital Status, Occupation, Company Registration Numbers, VAT Numbers, Business VAT Numbers, ID Numbers, Copy of ID, Copy of Passport, Collection/Delivery Addresses, Insurance History, Claims History, Debit Order Details, Contact Numbers and Banking Details.
Transportation Companies	Name, Surname, Email Address, Physical Address, Postal Address, Company Registration Numbers, VAT Numbers; Identity Numbers, Passport, Collection/Delivery Addresses, BEE Status (if applicable); Credit Card Details, Contact Numbers and Banking Details.

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9.4 Planned transborder flows of personal information

We do transfer personal information globally as part of our scope of business.

The following categories of information is transferred outside the borders of South Africa:

- Client/passenger/patient contact details;
- Client/passenger/patient medical details.

We ensure that anyone who passes personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as we are obliged under POPIA.

9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

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10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by Guardian Air Asset Management Pty Ltd

Records held by Guardian Air Asset Management Pty Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Guardian Air Asset Management Pty Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.
If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

11. FEES

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester. The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for Guardian Air Asset Management Pty Ltd to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that third party;
  - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;

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- The commercial activities of Guardian Air Asset Management Pty Ltd which may include:
  - Trade secrets of Guardian Air Asset Management Pty Ltd
  - Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Truck Equipment (Pty) Ltd ;
  - Information which, if disclosed could put Guardian Air Asset Management Pty Ltd at a disadvantage in negotiations or commercial competition;
  - A computer program, owned by Guardian Air Asset Management Pty Ltd and protected by copyright.
- The research information of Guardian Air Asset Management Pty Ltd or a third party, if its disclosure would reveal the identity of Guardian Air Asset Management Pty Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

13. DECISION

Guardian Air Asset Management Pty Ltd will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which Guardian Air Asset Management Pty Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Guardian Air Asset Management Pty Ltd and the information cannot reasonably be obtained within the original 30 day period. Guardian Air Asset Management Pty Ltd will notify the requester in writing should an extension be sought.

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AVAILABILITY OF THE MANUAL

The manual of Guardian Air Asset Management Pty Ltd is available at the premises of Guardian Air Asset Management Pty Ltd as well as on the website of Guardian Air Asset Management Pty Ltd.

Signed by: _____

Date: _____

Directors:
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ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

Item	Description	Amount
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

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