

***SOUTH AFRICAN***



***CIVIL AVIATION  
AUTHORITY***

**PROMOTION OF ACCESS TO INFORMATION MANUAL**

**(PAIA MANUAL)**

**MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS  
TO INFORMATION ACT, 2000 (as amended)**





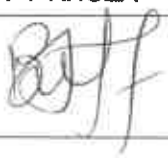
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**Promotion of Access to Information Manual**

**AUTHORISATION**

The Promotion of Access to information Manual is a living document. This Manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the PAIA"). It contains information about the South African Civil Aviation Authority ("SACAA") and the procedure and processes for requesting access to the records of the SACAA.

This PAIA Manual is applicable with immediate effect from the date of signature of the Director of Civil Aviation:

<b>Compiled By</b>	<b>ASSISTANT COMPANY SECRETARY</b>		
<b>Name in Block Letters</b>	MS LESEGO MLANGENI		
<b>Signature</b>		<b>Date</b>	05 April 2022
<b>Reviewed &amp; recommended by</b>	<b>EXECUTIVE: COMPANY SECRETARY – DEPUTY INFORMATION OFFICER</b>		
<b>Name in Block Letters</b>	MS NIVASHNEE NARAINDATH		
<b>Signature</b>		<b>Date</b>	05 April 2022
<b>Approved by</b>	<b>DIRECTOR OF CIVIL AVIATION – INFORMATION OFFICER</b>		
<b>Name in Block Letters</b>	MS POPPY KHOZA		
<b>Signature</b>		<b>Date</b>	12/04/2022



Section / Department / Division:

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Promotion of Access to Information Manual

Table of Content

AUTHORISATION..... 2
1. INTRODUCTION ..... 4
2. TERMS AND ABBREVIATIONS..... 5
3. PARTICULARS IN TERMS OF SECTION 14 ..... 6
4. GUIDE ON HOW TO USE THE PAIA AND HOW TO GAIN ACCESS TO THE GUIDE..... 7
5. SERVICES AVAILABLE ..... 8
6. ACCESS TO RECORDS HELD BY THE SACAA..... 8
7. THE REQUEST PROCEDURE..... 14
8. PERSONAL INFORMATION..... 15
9. APPEAL AGAINST REFUSAL OF ACCESS TO INFORMATION ..... 20
10. GENERAL ..... 20
11. FEES ..... 21
12. PRESCRIBED FEES FOR PUBLIC BODIES ..... 21
13. PRESCRIBED FORMS FOR ACCESS TO A RECORD OF A PUBLIC BODY ..... 21
14. EXTERNAL REMEDIES..... 22
15. AVAILABILITY OF MANUAL..... 22

## Promotion of Access to Information Manual

### 1. INTRODUCTION

- 1.1. This Manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the PAIA ") and addresses the requirements of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). It contains information about the South African Civil Aviation Authority ("SACAA") and the procedure and processes for requesting access to the records of the SACAA. It contains all the relevant forms that need to be completed when the requester needs access to records held by the SACAA.
- 1.2. The Act seeks, amongst others, to give effect to the constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any constitutional right. The constitutional right of access to information is enshrined in the Bill of Rights, in section 32 of the Constitution, 1996 (Act No. 108 of 1996) ("the Constitution").
- 1.3. The objects of the Act are set out in section 9, and include the following:
  - 1.3.1. to give effect to the constitutional right of access to any information held by the State, and any information that is held by another person and that is required for the exercise or protection of any rights.
  - 1.3.2. to give effect to the right of access to information subject to the 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, which balances that right with any other rights, including the rights in the Bill of Rights in Chapter 2 of the Constitution.
- 1.4. The PAIA requires public and private bodies to compile manuals that provide information on the types and categories of records held by such public and private bodies. The SACAA is a public body under paragraph (b) (ii) of the definition of "public body" in section 1 of the PAIA .
- 1.5. In realisation of these constitutional rights, the PAIA specifically requires:
  - 1.5.1. All public bodies with the responsibility to facilitate public access to information/record(s) under their custody;
  - 1.5.2. Provide procedures for the public to exercise their constitutional right to information as swiftly, inexpensively, and as effortlessly as is reasonably possible;
  - 1.5.3. Stipulates mechanisms that public bodies must put in place, to facilitate access to such information by members of the public; and
  - 1.5.4. Outlines conditions under which restricted access applies, including those records relating to personal, commercial, financial, technical, or scientific information about a third party, information which may affect court or police proceedings, e.g., police dockets in bail proceedings and certain categories of information about the South African Revenue Services.
- 1.6. There are undoubtedly limitations to public realisation of the rights as stipulated in section 36 of the Constitution and sections 33 to 45 of the PAIA , respectively.
- 1.7. In compliance with the statutory requirements of the PAIA and to contribute to the promotion of transparency, accountability, and effective governance, the SACAA has produced a manual as a mechanism to facilitate public access to information/record(s) under its custody.

**Promotion of Access to Information Manual**

1.8. It is hoped that this manual will serve as an effective platform/tool to provide the public with relevant information to enable them to exercise their right to access information under the custody of the SACAA.

**2. TERMS AND ABBREVIATIONS:**

TERM	DEFINITION
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The Promotion of Access to Information Act

The Promotion of Access to Information Act, No. 2 of 2000 (hereinafter referred to as "the PAIA" is the national legislation which was enacted to give effect to the constitutional right of access to information. The PAIA came into operation on 9 March 2001, with the exception of sections 10, 14, 15 and 51, which came into operation on 15 February 2002.

ABBREVIATIONS	DEFINITION
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AMOs	Aircraft Maintenance Organisations
AMEs	Aviation Medical Examiners
BEE	Black Economic Empowerment
CAHRS	Confidential Aviation Hazards Reporting System
CA Act	Civil Aviation Act
CCTV	Closed-Circuit Television
CV	Curriculum Vitae
DCA	Director of Civil Aviation
DIO	Deputy Information Officer
FICA	Finance Intelligence Centre Act
ICAO	International Civil Aviation Organization
ICT	Information and Communication Technology
IO	Information Officer
IT	Information Technology
Minister	Minister of Transport
PAIA	Promotion of Access to Information Act
PFMA	Public Finance Management Act No.1 of 1999 (as amended)
POPIA	Protection of Personal Information Act No.4 of 2013
Regulator	Information Regulator
SACAA	South African Civil Aviation Authority
SAHRC	South African Human Rights Commission
VAT	Value Added Tax

**Promotion of Access to Information  
Manual**

**3. PARTICULARS IN TERMS OF SECTION 14**

**3.1. SACAA's STRUCTURE AND OBJECTS – SECTION 14 (1)(a)**

**3.1.1.** The SACAA is a public body, an organ of state and is established in terms of the Civil Aviation Act No. 13 of 2009 ("the CA Act"). It is a Schedule 3A national public entity in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999) ("PFMA"). The SACAA is accountable to the Minister of Transport ("Minister"), as the Executive Authority, and the Minister appoints the Board and the Director of Civil Aviation in terms of the CA Act.

**3.1.2.** The Board consists of 8 directors, 7 of whom are independent non-executive directors, and the Director of Civil Aviation ("DCA") is the only executive director. The Board has the function of overseeing corporate governance, providing strategic direction, and monitoring service standards and customer satisfaction levels in terms of section 76(1) of the CA Act.

**3.1.3.** The DCA is responsible for the strategic management of the SACAA and reports directly to the Minister on aviation safety and security oversight and to the Board on the implementation of governance policies in terms of section 88(3) of the CA Act. SACAA has the following divisions in place, headed by an Executive:

- a) Office of the DCA;
- b) Finance;
- c) Human Resources ;
- d) Aviation Infrastructure;
- e) Aviation Safety Operations;
- f) Aviation Security;
- g) Corporate Services;
- h) Legal and Aviation Compliance;
- i) Company Secretary;
- j) Internal Audit; and
- k) Accident and Incident Investigation Division which reports functionally to the Minister of Transport and administratively to the DCA.

**3.1.4.** The executive team is accountable to the DCA and assists the DCA in the day-to-day management of the organisation.

**3.1.5.** The objects of the SACAA are set out in section 3 of the CA Act, as follows:

**3.1.5.1**To control and regulate civil aviation in the Republic and to oversee the functioning and development of the civil aviation industry, and, in particular, to control, regulate and promote civil aviation safety and security.

**3.2. CONTACT DETAILS – SECTION 14(1)(b)**

**3.2.1. SACAA's INFORMATION OFFICER**

In terms of the Act, a request for access to information must be made to the Information Officer of the public body. The Information Officer of the SACAA is the Director of Civil Aviation (Chief Executive Officer).

**Promotion of Access to Information  
Manual**

<b>Full Names</b>	<b>Ms Poppy Khoza</b>
<b>Telephone number</b>	<b>011-545-1017</b>
<b>Email address</b>	<b>paia@caa.co.za</b>

**3.3. SACAA'S DEPUTY INFORMATION OFFICER**

In accordance with the provisions of the Act, the Information Officer has duly authorised the Company Secretary as the Deputy Information Officer. Thus, any request for access must first be addressed to the Company Secretary. This shall assist the SACAA in ensuring that the office of the DCA is not inundated with requests for access to information and to ensure that the requests for access to information are dealt with efficiently and promptly.

<b>Full Names</b>	<b>Ms Nivashnee Naralndath</b>
<b>Telephone number</b>	<b>011-545-1269</b>
<b>Email address</b>	<b>paia@caa.co.za</b>

**3.4. CONTACT DETAILS OF SACAA**

The main offices of the SACAA are situated in Waterfall Park, Midrand, in Johannesburg where all the divisions are based.

**Physical Address:**

Ikhaya Lokundiza

Treur Close

Waterfall Park

Bekker Street

Midrand

Tel: 011-545-1000

Fax: 011-545-1465

E-mail: [mail@caa.co.za](mailto:mail@caa.co.za)

Website address: [www.caa.co.za](http://www.caa.co.za)

**Postal Address:**

Private Bag X73

Halfway House

1685

**4. GUIDE ON HOW TO USE THE PAIA AND HOW TO GAIN ACCESS TO THE GUIDE**

4.1. As of 1 July 2021, the Information Regulator has assumed the functions of the South African Human Rights Commission ("SAHRC") and is responsible for PAIA and POPIA queries.

4.2. As part of its functions, the Information Regulator has published a guide on how to use PAIA and POPIA in the new dispensation.

4.3. In terms of section 10 of the PAIA, the Information Regulator has compiled a guide on the use of the PAIA, which can be obtained from the Information Regulator at the following address:

**4.3.1. The Information Regulator**

**Physical Address:**

JD House

**Postal Address:**

PO Box 31533



**Promotion of Access to Information  
Manual**

27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

Tel: 010 023 5200

Fax: 086 500 3351

E-mail: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Website address: [www.justice.gov.za/infoereg](http://www.justice.gov.za/infoereg)

Braamfontein  
2017

4.3.2. The said guideline is also accessible on the SACAA website: [www.caa.co.za](http://www.caa.co.za)

## 5. SERVICES AVAILABLE

5.1. SACAA provides services in terms of its mandate as contemplated in section 73 of the Civil Aviation Act, 13 of 2009, that includes but is not limited to:

- 5.1.1. controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry;
- 5.1.2. make regulations on matters consistent with the objects of relevant legislation;
- 5.1.3. undertake inquiries on any matter within its jurisdiction; and
- 5.1.4. exercise powers and perform duties in terms of the relevant legislation.

5.2. How to gain access to these services: -

5.2.1. The services can be accessed by any interested person, member of the public, organisation or institution depending on the information required, and provided that the information to be accessed was not submitted and determined to be confidential by SACAA in consideration of the relevant legislation and regulations as follows: -

5.2.1.1. Applying for any of the activities regulated by SACAA.

5.2.1.2. Lodging complaints with the SACAA.

5.2.1.3. More information on the services available at SACAA can be accessed as follows: -

a) By visiting the SACAA's website at [www.caa.co.za](http://www.caa.co.za);

b) By visiting the SACAA's head office located at:

Ikhaya Lokundiza

Treur Close

Waterfall Park

Bekker Street

Midrand

5.2.1.4. Telephonic contact with SACAA for inquiries at (011) 545 1000.

## 6. ACCESS TO RECORDS HELD BY THE SACAA

### 6.1. CATEGORIES OF RECORDS HELD BY THE SACAA

The SACAA holds the following categories of records as listed below.

#### 6.1.1. Automatic Disclosure

Information on the following subjects is available without a formal PAIA request on the SACAA's website and brochures:



**Promotion of Access to Information  
Manual**

- a) General information about the SACAA;
- b) Publications;
- c) Corporate Calendar;
- d) News Scan;
- e) Newsroom;
- f) Safety Promotions;
- g) SACAA Corporate High Level Structure;
- h) Notices and Application Forms;
- i) Accident reports;
- j) Occurrence Reports;
- k) Tenders;
- l) Technical Guidance Material;
- m) Manuals/Guides;
- n) Fees;
- o) Careers in Aviation;
- p) Civil Aviation Acts and Regulations;
- q) Civil Aviation Statistics;
- r) Licensing and Exam Procedures;
- s) Aviation Security;
- t) Airports – General;
- u) Aviation Medicine – General;
- v) Airworthiness – General;
- w) Airworthiness Directives;
- x) Flight Operations – General;
- y) Aeronautical Information Circulars – AIC's;
- z) Annual Reports;
- aa) Confidential Aviation Hazard Reporting System ("CAHRS");
- bb) AOC application procedures; and
- cc) Personnel Licensing – General.

**6.1.2.** In addition to the above, the information below must be formally requested from the DIO, and therefore, is not readily available. It must be noted that this is merely an application to request the information and the request must be duly interrogated by the Deputy and/or Information Officer before a decision is made. The following is a list of information that must be requested by way of application. The list is not exhaustive and contains major categories:

**6.1.2.1. Company Secretary: Corporate Governance**

- a) Board, Board Committees, Executive Committee and Management Committee minutes and meetings;
- b) Board and Committees' attendance register;
- c) Executive Committee Submissions
- d) Board and Committee Packs;
- e) PAIA Applications;
- f) Forensic Reports;
- g) Gifts Register;
- h) Audit Reports;
- i) Compliance Risk Management Plans;

**Promotion of Access to Information  
Manual**

- j) Ethics Survey Report;**
- k) Implementations Plans;**
- l) Strategic and Annual Performance Plans;**
- m) Delegation of Authority;**
- n) Declaration of interest for Board members;**
- o) Legal opinions and advice;**
- p) The SACAA Policies;**
- q) Board Performance Agreements;**
- r) Board and Committee Charters and Terms of Reference;**
- s) Board and Committee reports and submissions;**
- t) Ministerial correspondence and reports;**
- u) Board Evaluation; and**
- v) Divisional strategies and operational plans.**

**6.1.2.2. Human Resources**

**6.1.2.3. HR Records**

- a) Arbitration awards;**
- b) Collective agreements;**
- c) Employment Equity Plan**

**6.1.2.3.1. Statutory Employee Records**

- a) Grievance and/or disciplinary proceedings;**
- b) Date of Birth of each employee;**
- c) Employees, names and occupations;**
- d) Occupational health and safety;**
- e) Membership or non-membership of trade unions;**
- f) IRP5/IT3 certificates of employees;**
- g) Industrial training records;**
- h) Records of foreign employees;**
- i) Remuneration paid to each employee;**
- j) Staff records (held after date of employment ceases);**
- k) Time worked by each employee;**
- l) Expense accounts;**
- m) Employee contracts;**
- n) Performance Agreements;**
- o) Curriculum Vitae's;**
- p) Medical Records;**
- q) Declaration of Interest; and**
- r) Qualifications.**

**6.1.2.3.2. Other Employee records**

- a) Code of conduct;**
- b) Disability scheme;**
- c) Funeral insurance scheme;**

**Promotion of Access to Information  
Manual**

- d) Group life;
- e) Group personal accident;
- f) Incentive schemes;
- g) Maternity leave policy;
- h) Study assistance schemes; and
- i) Provident Fund Information and trustees;
- j) Invoices/payment receipts; and
- k) Disciplinary records.

**6.1.2.3.3. Finance**

- a) Budgets and Accounts;
- b) Audit reports;
- c) Banking arrangements;
- d) Insurance;
- e) Petty Cash and other expenditure;
- f) Debtors and Creditors information;
- g) Financial Management;
- h) Business and Financial plan;
- i) Investment of surplus cash;
- j) National Treasury Exemptions; and
- k) Invoices and payment receipts

**6.1.2.3.4. Supply Chain Management**

- a) Procurement and tender matters;
- b) Tender award and supply chain management records
- c) Assets register;
- d) Contracts Register and
- e) Security and Access control.

**6.1.2.3.5. Agreements and Contracts**

- a) Acquisition or disposal documentation;
- b) Agreements with contractors and suppliers;
- c) Agreements with customers;
- d) Agreements with organs of state, National, Provincial and Local Governments;
- e) Agreements with shareholders, officers or directors;
- f) Agreements with international agencies, bodies and entities;
- g) Any distributor, dealer, or agency agreements;
- h) Material agreements concerning provision of services or material;
- i) Purchase or lease agreements;
- j) Service Level Agreements and IT agreements; and
- k) Any other agreements entered with various service providers.

**6.1.2.3.6. Information Technology**

- a) Help desk matters;
- b) Data and database structures;
- c) User information;

**Promotion of Access to Information  
Manual**

- d) Software and hardware;
- e) Information management system;
- f) Procedures and standards;
- g) Network Infrastructure;
- h) Audits;
- i) Capacity and utilization of Current Systems;
- j) Development Plan;
- k) Disaster recovery;
- l) Internal Systems Support and Programming/Development; and
- m) IT Security Policy.

**6.1.2.3.7. Aviation Safety, Infrastructure and Security Operations**

- a) Operator's manual of procedures;
- b) Aviation Training Organisation's Training and Procedure Manuals
- c) Register of Operating Certificates;
- d) Register of Aviation Training Organisation Certificates;
- e) Operator's flight details;
- f) Audits and investigation reports and documents;
- g) Air crew matters and related information;
- h) Information on Carriage of Dangerous Goods;
- i) Operator's non-compliances;
- j) Suspensions;
- k) Investigations and inspections;
- l) Certain exemption records;
- m) Access control;
- n) Appeal records;
- o) Oversight related matters;
- p) ATS approvals (Nascom);
- q) South African Aircraft Register; and
- r) South African Aircraft Mortgage Register

**6.1.2.3.8. Accidents and Incidents**

- a) Accident's investigation methods;
- b) Released Accidents reports;
- c) Records of aircraft accidents;
- d) Documentary evidence except witness statements according to ICAO Annex-13;
- e) Licence holders' details; and
- f) Operator's personal information.

**6.1.2.3.9. Licensing, Examinations and Registry**

- a) Pilots records (including minors of the age 15 -17 years);
- b) Aircraft records;
- c) Students exams records (including minors of the age 15 -17 years);
- d) Aircraft Maintenance Officer's (AMO's) and Aviation Medical Examiner's (AME's) records;
- e) Aircraft Mortgage records; and
- f) Air Traffic Control Licensing.

**Promotion of Access to Information  
Manual**

**6.1.2.3.10. Insurance**

- a) Claim records;
- b) Details of insurance coverage, limits, and insurers; and
- c) Insurance policies.

**6.1.2.4. Legal**

- a) Complaints, pleadings, briefs, correspondence, legal opinions, other documents, and records pertaining to any actual, pending, or potential litigation, quasi-judicial proceedings, investigations, alternative dispute resolution and the exercise of administrative functions;
- b) Material licences, permits, approvals and authorisations;
- c) Information exchanged or procured in the course of seeking or providing legal advice;
- d) Memoranda, agreements, proposals, discussion documents, minutes, and record of negotiations and meetings;
- e) Legal Opinions
- f) Exemptions
- g) Appeal documents; and
- h) Enforcement action.

**6.1.2.5. Internal Audit and Forensic**

- a) Internal Audit Reports;
- b) Internal Audit working papers and files;
- c) Annual Internal Audit Plan and Three-year Coverage Plan;
- d) Internal Audit methodology;
- e) Internal Audit Charters; and
- f) Forensic Reports.

**6.1.2.6. Corporate Services**

- a) Stakeholder Management Strategy and Plan;
- b) Communication Plans.
- c) Strategic and operational risk registers and Reports.
- d) Quality Assurance Plans and Reports;
- e) Project Management Terms of Reference, Project Plans and Reports;
- f) Security Reports;
- g) Business Continuity Plan and Reports;
- h) Client surveys and reports;
- i) Biometric information such as photographs, CCTV footage and
- j) Industry Forum Terms of Reference and minutes.

**6.1.2.7. Environmental Health and Safety**

- a) Environmental impact assessment;
- b) Environmental management programmes and systems;
- c) Industrial hygiene programmes, data and audits;

**Promotion of Access to Information  
Manual**

- d) Permits, licences, approvals, exemptions, and registrations for operations of
- e) sites and business;
- f) Occupational Health & Safety management systems, data, and audits; and
- g) Safety, Health and Environmental records.

**6.1.2.8. Intellectual Property**

- a) Agreements relating to intellectual property;
- b) Copyrights;
- c) Litigation and other disputes involving intellectual property;
- d) Patents, patent applications and inventions; and
- e) Trademarks, trade names and protected names.

**7. THE REQUEST PROCEDURE**

**7.1. Access to Information listed above shall be requested by:**

7.1.1. Completing the prescribed form attached as Annexure 2 ("request form");

7.1.2. Payment of the prescribed fee;

7.1.3. Notwithstanding the above, a requester who seeks access to a record containing personal information about themselves is not required to pay the request fee;

7.1.4. After the Information Officer / DIO has decided on the request, the requester must be notified of such a decision;

7.1.5. The requester must indicate if the request is for copy of the record or if the requester wants to inspect the records at the SACAA's office;

7.1.6. Access to the aforesaid information will only be granted to the requester in a manner requested, unless such manner would unreasonably interfere with the running and operation of the SACAA or damage its records or infringe its copyright;

7.1.6.1. If for practical reasons, access cannot be given in the requested manner but in an alternative manner, then the fee for access will be calculated according to the manner that the requester had requested.

7.1.6.2. If the requester is unable to read or write, or has a disability, then they can make the request for the record orally, in which event the Information Officer/ DIO will complete the form on behalf of such requester and furnish the requester with such completed form.

7.1.6.3. The requester must clearly indicate on the request form if:

- a) they wish to be informed of the outcome of their request telephonically or in any other manner; and
- b) the capacity in which the request is made, in the event the information is requested on behalf of somebody else.

7.1.6.4. If a person wishes to request access to a record belonging to any of the above categories of records, such person must complete the request form. Forms can also be obtained from the following officials:

## Promotion of Access to Information Manual

- a) The SACAA's DIO (whose contact details are mentioned above in paragraph 3 of this Manual); and
- b) The SACAA website ([www.caa.co.za](http://www.caa.co.za)) or by sending mail to [paia@caa.co.za](mailto:paia@caa.co.za).

**7.1.6.5.** A requester must submit the completed form, together with the request fee and proof of payment thereof (if applicable), to the DIO at the postal address, facsimile or e-mail address set out in section 3 of this Manual. The completed form must contain enough and clear details to enable the Information Officer and/or the DIOs to identify what the request is for, like:

- a) The record(s) the requester is requesting;
- b) The identity of the requester;
- c) Which form of access the requester desires; and
- d) The postal address, email address or facsimile (fax) number of the requester.

**7.1.7.** If the requester is making the request on behalf of another person, he/she must submit satisfactory proof of the capacity in which he/she is making such request.

**7.1.8.** Notwithstanding the above, access to a record is not automatic and the requester will be required to comply with all the Act's requirements relevant to a request. A copy of the Act is available and accessible at the SACAA's website. The requester shall be notified of the outcome of the application, as soon as possible within at least 30 (thirty) days upon receipt of a request, in the manner indicated by the requester on the request form.

**7.1.9.** Any person, unable to read or write, may make an oral request to the SACAA, or may request any official in the employ of SACAA to transcribe his/her request for access to information.

## **8. PERSONAL INFORMATION**

### **8.1. Collection and Processing by SACAA of Personal Information**

**8.1.1.** SACAA takes the privacy and protection of personal information very seriously and will only collect and process personal information in accordance with the applicable South African law governing the protection of personal information and to fulfil its mandate in terms of the Civil Aviation Act. To this end personal information will be collected and processed in accordance with the conditions for lawful processing of personal information as provided by POPIA. Without deviating from the generality of the preceding, the collection and processing of personal information by SACAA will include, but will not be limited to, ensuring that: -

- 8.1.1.1.** The conditions for lawful processing of personal information are satisfied;
- 8.1.1.2.** Processing of personal information is conducted lawfully, for necessary and not excessive purposes, in a manner that protects the legitimate interests of the data subject(s) and does not infringe on their rights;
- 8.1.1.3.** Personal information is only processed with the consent of the data subject (or competent person where the data subject is a minor). Such consent is revocable at any time, and at such point, SACAA will cease processing the personal information: Provided that personal information may be processed without consent for a lawfully recognised purpose as specified in POPIA;
- 8.1.1.4.** Further processing of personal information will be compatible with the original purpose for which it was collected, as determined by factors such as the nature of the information concerned,



## Promotion of Access to Information Manual

possible consequences of further processing on the data subject, the manner in which the information was collected, and contractual rights and obligations existing between SACAA and the data subject;

- 8.1.1.5. Reasonably practicable measures are taken to ensure that the personal information provided is accurate, complete and not misleading. In this regard the purpose for which the personal information is collected or further processed will determine what is reasonably practical under the circumstances; and
- 8.1.1.6. The data subjects are allowed to exercise their rights under POPIA regarding their personal information.
- 8.1.1.7. SACAA will secure the integrity and confidentiality of a data subject's personal information in its possession or under its control.
- 8.1.1.8. Any operator, employee, agent, or contractor processing a data subject's personal information on behalf of SACAA or an operator, processing such information will do so only with the knowledge or authorisation of SACAA, and will treat the personal information as confidential and ensure that it does not disclose it unless required by law or in the course of the proper performance of their duties.
- 8.1.1.9. Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by an unauthorised person, SACAA will notify the Information Regulator and the data subject where the identity of the latter can be established. SACAA will only delay notification of the data subject if a public body responsible for the prevention, detection or investigation of offences or the Information Regulator determines that such notification will impede a criminal investigation by the public body concerned.
- 8.1.1.10. A data subject, having provided adequate proof of identity, is afforded the right to request SACAA to confirm, free of charge, whether or not SACAA holds personal information about the data subject; and may request the record or a description of the personal information about the data subject held by SACAA, including information about the identity of all third parties who have or have had access to the personal information of the data subject.

## 8.2. Purposes for the Processing of Personal Information by SACAA

8.2.1. SACAA will process personal information for a variety of purposes in terms of the Civil Aviation Act, including but not limited to the following:

- 8.2.1.1. To maintain customer records;
- 8.2.1.2. For recruitment purposes;
- 8.2.1.3. For employment purposes;
- 8.2.1.4. To render efficient services to customers;
- 8.2.1.5. To provide value added services to customers;
- 8.2.1.6. For provision of health services and wellness advice to employees;
- 8.2.1.7. For maintenance of SACAA accounts and financial records;
- 8.2.1.8. To support and manage SACAA employees;
- 8.2.1.9. For use of technology to safeguard SACAA assets;
- 8.2.1.10. To assess and process claims;
- 8.2.1.11. To detect and prevent fraud, corruption, and other crimes;
- 8.2.1.12. For market research and statistical analysis;
- 8.2.1.13. For compliance with legal and regulatory requirements;
- 8.2.1.14. To verify the identity of the data subject;
- 8.2.1.15. For travel purposes;
- 8.2.1.16. For general administration, financial and tax purposes;
- 8.2.1.17. For legal and contractual purposes;
- 8.2.1.18. To monitor access to, secure and manage SACAA premises and facilities;
- 8.2.1.19. To help improve the quality of SACAA services;

**Promotion of Access to Information  
Manual**

- 8.2.1.20. To recover debt;
- 8.2.1.21. To carry out analysis and customer profiling;
- 8.2.1.22. For law enforcement and audit purposes and
- 8.2.1.23. To fulfil its mandate in terms of the Civil Aviation Act.

**8.3. Data Subjects whose Personal Information is processed by SACAA**

**8.3.1. The personal information of the following categories of data subjects is processed:**

- 8.3.1.1. Members of the Board of Directors;
- 8.3.1.2. Members of the Executive;
- 8.3.1.3. Employees, interns, and prospective employees of SACAA;
- 8.3.1.4. Consultants;
- 8.3.1.5. Complainants & enquirers;
- 8.3.1.6. Trustees of SACAA Provident Insurance Funds;
- 8.3.1.7. Directors, Executives and Employees of subsidiary companies;
- 8.3.1.8. External contractors;
- 8.3.1.9. Suppliers and service providers;
- 8.3.1.10. Customers and their employees;
- 8.3.1.11. Individuals captured by CCTV images / video;
- 8.3.1.12. Individuals who have indicated an interest in SACAA services;
- 8.3.1.13. Beneficiaries of SACAA's Corporate Social Investment initiatives;
- 8.3.1.14. Data subjects implicated in SACAA investigations;
- 8.3.1.15. Operators;
- 8.3.1.16. Licence holders;
- 8.3.1.17. Designated Examiners (Flight/Medical);
- 8.3.1.18. AMO's; and
- 8.3.1.19. AME's.

**8.4. Personal Information processed by SACAA**

**8.4.1. SACAA processes the following personal information and special personal information relating to the following categories of data subjects, including but not limited to: -**

CATEGORY OF DATA SUBJECTS	TYPES OF INFORMATION PROCESSED
<b>Individuals (Clients and potential Clients including children between the age of 15 to 17 years)</b>	Name, surname, South African identity number or passport number, date of birth, age, marital status, citizenship, gender, race telephone numbers, email address, physical and postal addresses, income tax number, financial information, banking information including account numbers, FICA documentation, CCTV images.
<b>Juristic Persons (Corporate clients)</b>	Entity name, registration number, tax-related information, contact details for representatives, banking information including account numbers, FICA documentation.
<b>Board Members</b>	Identity numbers, names, gender, race FICA documentation, CCTV images, biometric data.

**Promotion of Access to Information  
Manual**

<b>CATEGORY OF DATA SUBJECTS</b>	<b>TYPES OF INFORMATION PROCESSED</b>
<b>Employees, potential employees, new recruitments</b>	Name, surname, South African identity number or other identifying number, contact details, physical and postal address, date of birth, age, marital status, race, gender, disability, information, employment history, criminal background checks, CVs, education history, banking details, income tax reference number, remuneration and benefit information, health information, details related to employee performance, disciplinary procedure information, CCTV images, biometric data.
<b>Service providers, including outsourced or hosted services, auditors, etc.</b>	Company registration details, identity numbers, BEE certificates, tax clearance, income tax and VAT registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details, CCTV images.

**8.5. Special Personal Information Processed by SACAA**

8.5.1. SACAA will process the following categories of special personal information in terms of the SACAA mandate in terms of the Civil Aviation Act: -

- 8.5.1.1. Information relating to racial and/or ethnic origin;
- 8.5.1.2. Trade union membership information of employees;
- 8.5.1.3. Offences or alleged offences;
- 8.5.1.4. Religious affiliation or other beliefs;
- 8.5.1.5. Physical / mental health details; and
- 8.5.1.6. Criminal proceedings, outcomes & sentences.
- 8.5.1.7. Information relating to biometric data
- 8.5.1.8. Information relating to psychometric data
- 8.5.1.9. Information relating to medical data

**8.6. Recipients with whom Personal Information is shared**

8.6.1. SACAA may share personal information with the following recipients or categories of recipients: -  
Whenever a need arises, SACAA may share the personal information it processes with the data subjects themselves. In the event of this necessity, SACAA is required to comply with the applicable provisions of POPIA for the lawful processing of personal information as set out in clause 8.1.

What follows is a description of categories of recipients SACAA may by virtue of its legal status need to share some of the personal information with, for some or other reason in terms of its mandate or applicable law:

- 8.6.1.1. Family, associates, and representatives of the data subject;
- 8.6.1.2. Employment and recruitment agencies;
- 8.6.1.3. Financial services organizations;

## Promotion of Access to Information Manual

- 8.6.1.4. Credit reference agencies;
- 8.6.1.5. Healthcare, social and welfare organizations;
- 8.6.1.6. Healthcare professionals;
- 8.6.1.7. Central government;
- 8.6.1.8. Law enforcement agencies;
- 8.6.1.9. Courts of law, commissions of inquiry and other tribunals;
- 8.6.1.10. Business associates;
- 8.6.1.11. Claimants and beneficiaries in deceased estates;
- 8.6.1.12. Persons making an enquiries or complaints;
- 8.6.1.13. Private/Forensic investigators;
- 8.6.1.14. Educators and examining bodies;
- 8.6.1.15. Claims investigators;
- 8.6.1.16. Suppliers and service providers;
- 8.6.1.17. Industry bodies;
- 8.6.1.18. Ombudsmen and regulatory authorities;
- 8.6.1.19. Debt collection and tracing agencies;
- 8.6.1.20. Other Transport operating divisions;
- 8.6.1.21. Auditors and the Auditor-General South Africa;
- 8.6.1.22. Pension/Provident fund administrators;
- 8.6.1.23. Trade unions;
- 8.6.1.24. International Civil Aviation Organization; and
- 8.6.1.25. State Security organisations.

### 8.7. Planned Trans-border Flows of Personal Information by SACAA

8.7.1. SACAA may from time to time need to share personal information of data subjects with third parties in other countries. In the event of such need, SACAA is required to ensure compliance with the applicable POPIA provisions. This will only be done if one or more of the following requirements are met: -

- 8.7.1.1. The third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection that—
  - i. effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in POPIA; and
  - ii. includes provisions, that are substantially similar to section 72 of POPIA, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
- 8.7.1.2. The data subject consents to the transfer;
- 8.7.1.3. The transfer is necessary for the performance of a contract between the data subject and the company in question, or for the implementation of pre-contractual measures taken in response to the data subject's request;
- 8.7.1.4. The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the company in question and a third party; or
- 8.7.1.5. the transfer is for the benefit of the data subject, and—
  - i. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
  - ii. if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

## Promotion of Access to Information Manual

### 8.8. Description of IT Security Measures Implemented within SACAA

**8.8.1.** SACAA conforms to the highest ICT industry standards to protect SACAA's information and we use a variety of security layers to protect and secure the confidentiality, integrity and availability of our data and information (including personal information). SACAA takes reasonable, appropriate, and adequate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure, or unauthorised access. The entity contractually mandates any third parties to which your personal information is transferred to do the same.

**8.8.2.** SACAA regularly reviews its security controls and related processes to ensure that your personal information is secure. However, where there are reasonable grounds to believe that your personal information has been accessed or acquired by any unauthorised person, we will notify the Information Regulator and you, unless the Information Regulator or a public body responsible for detection, prevention, or investigation of offences, informs us that notifying you will impede a criminal investigation.

### 9. APPEAL AGAINST REFUSAL OF ACCESS TO INFORMATION

**9.1.** If after complying with the procedural requirements mentioned above, the requestor is not satisfied with the Information Officer's/DIO's decision to refuse access to a request for information, the requestor may within 30 (thirty) days of notification of the decision apply to a relevant Court for relief.

**9.2.** The SACAA does not have an internal appeal procedure regarding the provisions of the Act. As such the decision made by the authorised person in section 3.2 is final, if a request is refused the requestor can file an appeal or review such decision in a court of law and as provided for in the Act.

### 10. GENERAL

**10.1.** This Manual will, if necessary be reviewed and updated every year.

**10.2.** This Manual will be available at the following places:

**10.2.1.1.** the Information Regulator, upon request;

**10.2.1.2.** the SACAA's offices for public inspection during normal business hours;

**10.2.1.3.** the SACAA's website, being [www.caa.co.za](http://www.caa.co.za); or

**10.2.1.4.** by e-mail request at [paia@caa.co.za](mailto:paia@caa.co.za) and upon the payment of reasonable amount. A fee for a copy of the Manual, as contemplated in Annexure 1, shall be payable per each A4 size photocopy made.

**10.3.** Pursuant to the objects of the SACAA referred to above in paragraph 6, some information may be classified as strictly confidential and therefore, access thereto, may be denied.

**10.4.** The International Civil Aviation Organization ("ICAO") Annex 13 standards require the following with respect to non-disclosure of records, which will be considered with respect to any request to disclose the information listed hereunder.

#### 10.4.1. Non-disclosure of records:

In terms of ICAO annex-13 referred to above in paragraph 8.3, the State conducting the investigation of an accident or incident shall not make the following records available for purposes other than accident or incident investigation, unless the appropriate authority for the administration of justice in that State determines that their disclosure outweighs the adverse domestic and international impact such action may have on that or any future investigations:



## Promotion of Access to Information Manual

- a) all statements taken from persons by the investigation authorities in the course of their investigation;
- b) all communications between persons having been involved in the operation of the aircraft;
- c) cockpit voice recordings and transcripts from such recordings;
- d) recordings and transcriptions of recordings from air traffic control units; and
- e) opinions expressed in the analysis of information, including flight recorder information.

**10.5.** The above-mentioned records shall be included in the final report or its appendices only when pertinent to the analysis of the accident or incident. Parts of the records not relevant to the analysis shall not be disclosed.

**10.6.** Should any information in the possession of the SACAA be requested for the purpose of a court action or legal proceedings, Annexure "C" needs to be completed and forwarded to the DIOs or the Information Officer. The DIOs and the Information Officer shall ensure that the requirements stated in the ICAO annex-13 and the Civil Aviation Regulation/Legislation are considered before the documents and/or records are disclosed.

## **11. FEES**

**11.1.** The Act provides for two types of fees, namely:

**11.1.1.** A request fee, which is a standard fee; and

**11.1.2.** An access fee, which is calculated by considering reproduction costs, search and preparation time and costs, and mailing costs.

**11.2.** The above-mentioned fees are prescribed by the Information Regulator and the fee structure in respect of fees payable to the Public Body can be accessed on the Regulator's website.

**11.3.** When the DIO receives a request for access, he/she will, by notice, require the requester (if the requester is not a personal requester) to pay the prescribed request fee before processing request. Additionally, should a request be granted, the requester will be notified to pay an access fee.

**11.4.** An access fee covers search, reproduction and preparation, and time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including deciding to make it available in the form desired. In certain circumstances, the requester may be required to pay a deposit before access is granted, and this deposit is a portion of the relevant access fee and will be refunded if access is refused.

## **12. PRESCRIBED FEES FOR PUBLIC BODIES**

Fees in respect of Public Bodies (Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)- See Annexure 1.

## **13. PRESCRIBED FORMS FOR ACCESS TO A RECORD OF A PUBLIC BODY**

**13.1.** Refer to Annexure 2.

**Promotion of Access to Information  
Manual**

#### **14. EXTERNAL REMEDIES**

If anyone feels aggrieved by the Information Officer's refusal of the request, they may, within 30 (thirty) days, apply to court for relief. For the purposes of the Act, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

#### **15. AVAILABILITY OF MANUAL**

**15.1.** This manual is made available in the following three official languages:-

**15.1.1.** English;

**15.1.2.** isiZulu; and

**15.1.3.** Sesotho

**15.2.** This manual has been made available to the Information Regulator, in accordance with the Regulations promulgated in terms of the Act and is also available for inspection, free of charge, at the SACAA's offices. Electronic copies of this manual will also be available on the CAA website: <http://www.caa.co.za>.

**END**



**FEEs IN RESPECT OF PUBLIC BODIES  
(PROMOTION OF ACCESS TO INFORMATION ACT, 2000  
(ACT NO. 2 OF 2000))**

	Description	
1.	The request fee payable by every requester	R100
2.	For every photocopy of an A4-size page or part thereof	R1.50
3.	For every printed copy of an A4-size page or part thereof held on a computer or electronic or machine-readable form	R1.50
4.	For a copy in a computer-readable form: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul>	R40.00  R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part thereof	Service to be outsourced. Will depend on quotation from Service provider.
6.	For a copy of visual images	
7.	For a transcription of an audio record, for an A4-size page or part thereof	R24.00
8.	For a copy of an audio record on: (i) Flash drive (to be provided by the requester) (ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul>	R40.00  R40.00 R60.00
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. To not exceed a total cost of	R100.00  R300.00
10.	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of item 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.



Department /Division:

Document Owner:

Name of Document:

Company Secretary

Company Secretary

**ANNEXURE 2**

**PRESCRIBED FORM  
(PROMOTION OF ACCESS TO INFORMATION ACT, 2000  
(ACT NO. 2 OF 2000))**

**\*NB: Please complete all sections of this form**

**(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))**

**[Regulation 7]**

**FOR DEPARTMENTAL USE**

Reference number:			
Request received by	<i>(full names, position and particulars of the information officer/deputy information officer)</i>		
Request received on	(date)	at	(place)
Request fee (if any):	R		
Deposit (if any):	R		
Access fee:	R		

<b>SIGNATURE OF INFORMATION OFFICER / DEPUTY INFORMATION OFFICER</b>	<b>NAME IN BLOCK LETTERS</b>	<b>DATE</b>

**A. PARTICULARS OF PUBLIC BODY**

The Information Officer / Deputy Information Officer:

**SOUTH AFRICAN CIVIL AVIATION AUTHORITY (CAA)**

Physical address	Ikhaya Lokundiza, Treur Close, Waterfall Park, Midrand
Postal address	Private Bag X73, Halfway House, 1685
Telephone number	011-545-1000
Fax number	011-545-1465

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent, must be given.
- (c) **Proof of the capacity in which the request is made, if applicable, must be attached.**

Full names and surname			
Identity number			
Postal address		Postal code	

Fax number			
Telephone number		E-mail address	
<b>CAPACITY</b> in which request is made, when made on behalf of another person and <b>reason</b> therefore:			
<b>C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE</b>			
This section must be completed <b>ONLY</b> if a request for information is made on behalf of another person.			
Full names and surname			
Identity number			
<b>D. PARTICULARS OF RECORD</b>			
(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.			
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.			
(c) The requester must sign all the additional folios.			
1.	Description of record or relevant part of the record:		
2.	Reference number, if available		
3.	Any further particulars of record		

<b>E. FEES</b>			
(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.			
(b) You will be notified of the amount required to be paid as the request fee.			
(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.			
(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.			
Reason for exemption from payment of fees:			

F. FORM OF ACCESS TO RECORD					
If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.					
Disability:			Form in which record is required		
Mark the appropriate box with an X.					
<b>NOTES:</b>					
1. Compliance with your request for access in the specified form may depend on the form in which the record is available.					
2. Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.					
3. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.					
4. Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available (see paragraph 6 below).					
5. By completing this form you consent to the SACAA processing your personal information for the purposes of considering your application.					
1.	If the record is in written or printed form:				
	Copy of record*		Inspection of record		
2.	If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)				
	view the images		copy of the images *		transcription of the images*
3.	If record consists of recorded words or information which can be reproduced in sound:				
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4.	If record is held on computer or in an electronic or machine-readable form:				
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form*(stiffy or compact disc)
5.	If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES	NO
6.	In which language would you prefer the record?				
G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS					
You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.					
How would you prefer to be informed of the decision regarding your request for access to the record?					
SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF REQUEST IS MADE		NAME IN BLOCK LETTERS		DATE	
Place of signature					