



**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT NO 2 OF 2000**

FOR

FEDERAL AIRLINES (PROPRIETARY) LIMITED

REGISTRATION NUMBER: 2004/022324/07

PAIA MANUAL

(Prepared in accordance with Section 51 of PAIA and aligned with POPIA)

1. INTRODUCTION

This manual is compiled in terms of **Section 51 of the Promotion of Access to Information Act (PAIA)** to give effect to the constitutional right of access to information held by private bodies.

It also reflects applicable provisions of the **Protection of Personal Information Act (POPIA)**, ensuring lawful processing and protection of personal information.

2. ORGANISATION DETAILS

Registered Name: Federal Airlines Proprietary Limited

Registration Number: 2004/022324/07

Address: Hangar 14 Bonaero Drive, Bonaero Park, 1619

Telephone: +27 11 395 9000

Email: paia@fedair.com

Website: www.fedair.com

3. INFORMATION OFFICER

In terms of POPIA and PAIA:

Information Officer:

Name: Kirsten Emily King

Email: paia@fedair.com

Contact Number: +27 11 395 9000

4. GUIDE ON HOW TO USE PAIA

A guide on how the public can exercise its rights under PAIA is available from:

The Information Regulator (South Africa)

Website: <https://www.inforegulator.org.za/paia/>

Email: enquiries@inforegulator.org.za

5. APPLICABLE LEGISLATION

Records are maintained in accordance with applicable laws, including but not limited to:

Category of Records	Applicable Legislation
Air service licences	Air Services Licencing Act No. 115 of 1990
Banking arrangements and financial records	Banks Act No. 94 of 1990
Employment contracts, leave and working time records	Basic Conditions of Employment Act No. 75 of 1997
BBBEE certificates, scorecards and verification reports	Borad-Based Black Economic Empowerment Act No. 53 of 2003
Air operator certificates, safety and compliance records	Civil Aviation Act No. 13 of 2009
Company incorporation, governance and statutory records	Companies Act No. 71 of 2008
Customer complaints, terms and conditions	Consumer Protection Act No. 68 of 2008
Customs declarations, import/export and duty records	Customs and Excise Act No. 91 of 1964
Employment equity plans and workforce reports	Employment Equity Act No. 55 of 1998
Anti-money laundering and client due diligence records	Financial Intelligence Centre Act No. 38 of 2001
Tax returns, assessments and correspondence	Income Tax Act No. 58 of 1962
Payment system participation and transaction records	National Payments System Act No. 85 of 1993
Health and safety policies and incident records	Occupational Health and Safety Act No. 85 of 1993
PAIA manuals, access requests and responses	Promotion of Access to Information Act No. 2 of 2000
Unemployment insurance contributions and claims	Unemployment Insurance Act No. 63 of 2001
Skills development levy submissions	Skills Development Levies Act No. 9 of 1999
VAT returns, invoices and reconciliations	Value-Added Tax Act No. 89 of 1991

This list is not exhaustive. While we have made every effort to identify pertinent legislation, we cannot guarantee that all legislation has been included.

6. RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following records are available without formal request:

Category of Records	Type of Record	Available on Website
Corporate Information	Company profile and contact details	Yes
Public Policies	Terms and Conditions	Yes
Media information	Press releases, announcements	Yes
Vacancies	Advertised employment opportunities	No, refer to various recruitment websites, including but not limited to, LinkedIn.

7. RECORDS HELD BY THE ORGANISATION

7.1 Administrative Records

- Company incorporation records;
- Statutory registers;
- Resolutions;
- Domestic Licences;
- Air Operator Certificate;
- Insurance documents.

7.2 Financial Records

- Annual Financial statements;
- Tax returns;
- Banking records;
- Supplier and third-party records.

7.3 Human Resources

- Employee records, including CV's, health records, HR policies, training and recruitment records;
- Contracts of employment;
- Payroll records.

7.4 Operations

- Flight logs;
- Maintenance reports;
- Traffic rights and foreign operator permits;
- Safety compliance and incident reports.

7.5 Information Technology

- System logs;
- Security records;
- Marketing and Customer Relations;
- Customer databases;
- Passenger records;
- Advertising material.

8. PROCESSING OF PERSONAL INFORMATION (POPIA)

8.1 Categories of Data Subjects and Purpose of Processing

Categories of Data Subjects	Purpose of processing personal information	Personal information which may be processed
Present and past employees, officers, directors, shareholders, contractors, job applicants	• To evaluate applications for employment; • To manage all aspects of the employment relationship; • To adhere to legal reporting requirements.	• Biographic information • Contact information • Employment history • Health and medical records • Criminal records
Service providers and suppliers (past and present)	• To enter into the contract with the service provider or supplier, manage relationships, send notices and information regarding the contract and legal proceedings, contract management and to ensure performance under the contract	• Identity information including but not limited to, company name, registration, registered address • Contact information • Financial and payment information
Customers including passengers	• To provide flight and other products and services • To comply and manage contractual obligations, queries and technical issues • To receive feedback and other service-related administration • To communicate and enforce terms and agreements • To conduct legal and insurance reporting and statistical analysis	• Name, email and address, identity and passport numbers • Financial and payment information

8.2 Recipients of Personal Information

- Civil Aviation Authority;
- SARS;
- Financial institutions;
- Service providers;
- Auditors;
- Insurers;
- IT service providers and data retention companies;
- Regulatory authorities upon lawful request being made.

8.3 International Transfers

Where required, personal information may be transferred cross-border subject to adequate protection safeguards.

Federal Airlines may transfer certain data outside of the Republic of South Africa which may be stored on secure cloud servers located outside the Republic (eg. Microsoft Azure, Videcom Reservation System, Videcom Departure Control Systems etc).

Federal Airlines shall ensure that any transfer of such data is compliant with the provisions of POPIA and will ensure that the necessary Data Protection Agreements and safeguards are in place prior to the transfer of such information.

8.4 Security Measures

The organisation implements:

- Access controls
 - Encryption
 - Secure storage systems
 - Secure cloud services
 - Endpoint protection and malware defence
 - Email security controls
 - Backup and disaster recovery controls
 - Staff training
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9. REQUEST PROCEDURE

To request access to information:

Step 1: Complete Request Form

Complete the **PAIA Form 2 (Request for Access to Record)**.

[InfoRegSA-PAIA-Form02-Reg7.pdf](#)

Step 2: Submit Request

Email: paia@fedair.com

Step 3: Pay Prescribed Fee (if applicable)

Step 4: Response

Requests will be processed within **30 days**.

10. GROUNDS FOR REFUSAL

Access may be refused where:

- Disclosure would violate personal privacy
- Records contain commercially confidential information
- Records are privileged
- Disclosure poses a security risk
- Compromise aviation security or safety
- Reveal sensitive operational or security procedures
- Infringe passenger privacy rights
- Breach regulatory or international aviation obligations

11. REMEDIES AVAILABLE

If a request is refused:

- Internal remedies (if available)
 - Complaint to Information Regulator
 - Court application
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12. FEES

Fees are prescribed under PAIA regulations and may include:

- Request fee
- Access fee
- Reproduction fee

The applicable fees are prescribed in terms of Part 111 of Annexure B as identified in Government Notice Number 187, Regulation 11 and may also be found on the website of the Information Regulator.

13. AVAILABILITY OF MANUAL

This manual is available:

- On the company website
 - At the registered office
 - On request from the Information Officer
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14. UPDATES TO THIS MANUAL

This manual will be reviewed and updated periodically to ensure compliance with PAIA and POPIA.

Signature:		Signature:	
Name:	Kirsten Emily King	Name:	Jarryd Prince
Designation:	Information Officer	Designation:	Chief Executive Officer
Date:	28 May 2026	Date:	28 May 2026