

POPIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 and the Protection of Personal Information Act 4 of 2013.

1. INTRODUCTION

This manual is designed to facilitate requests for access to records held by Elev8 Risk Partners. It provides the necessary details to exercise the constitutional right of access to information and outlines how personal information is processed in accordance with South African law.

2. COMPANY CONTACT DETAILS

- **Head of Body:** Julian Maduray
- **Information Officer:** Julian Maduray
- **Physical Address:** 12A Freemantle Road, Eastleigh, Edenvale, 1609
- **Postal Address:** 12A Freemantle Road, Eastleigh, Edenvale, 1609
- **Telephone:** +27 72 613 9515
- **Email:** complaints@elev8riskpartners.com
- **Website:** www.elev8riskpartners.com

3. THE SOUTH AFRICAN INFORMATION REGULATOR'S GUIDE

The Information Regulator has compiled a guide in each official language containing information on how to exercise any right contemplated in PAIA. This guide is available on the Regulator's website: https://elev8riskpartners.com.

4. RECORDS HELD BY THE BODY

4.1. Records Available without a Formal Request

The following records are automatically available to the public on our website or upon request:

- Marketing brochures and public announcements.
- The latest POPIA Notice.
- General business information.



4.2. Records Available on Request

Access to the following records may be requested, subject to the grounds of refusal listed in PAIA (such as commercial confidentiality or third-party privacy):

- **Financial Records:** Audited statements, tax records, and asset registers.
- **Human Resources:** Employee contracts, payroll, and internal policies.
- **Client Records:** Aviation insurance policy documentation, risk assessments, and claims history.
- **Operational Records:** FSP licensing documentation, supplier agreements, and IT infrastructure logs.

5. PROCESSING OF PERSONAL INFORMATION (POPIA)

In accordance with our POPIA Notice, we process personal information as follows:

- **Purpose of Processing:** To provide aviation insurance broking and risk advisory services, manage claims, comply with financial services legislation (FAIS/FICA), and maintain internal business operations.
- **Data Subjects:** Aircraft owners, fleet operators, pilots, crew, aviation business owners, and employees.
- **Categories of Information:** Names, IDs, contact details, financial/banking data, aircraft ownership, and claims history.
- **Recipients:** Insurers, reinsurers, loss adjusters, legal advisors, and regulatory authorities.
- **Transborder Flows:** Personal information may be transferred internationally to global insurers or cloud service providers where necessary for service delivery, provided adequate data protection is in place.
- **Security Measures:** We implement technical and organizational measures, including encryption, secure access controls, and regular system audits to ensure data integrity and confidentiality.

6. REQUEST PROCEDURE

To request access to a record, the requester must:

1. Complete the **prescribed Form 2** (available on the Information Regulator's website).
2. Submit the form to the Information Officer at the email address provided above.
3. Pay the **prescribed Request Fee of R140.00** (unless requesting personal records about yourself).
4. Provide sufficient detail to enable the Information Officer to identify the record and the requester's identity.



7. PRESCRIBED FEES

The following fees apply (VAT may be added if the body is a VAT vendor):

- **Request Fee:** R140.00
- **Reproduction/Access Fee:** R2.00 per A4 page (printed/photocopied).
- **Flash Drive (if provided):** R40.00
- **Search and Preparation:** R145.00 per hour (excluding the first hour), up to a maximum of R435.00.

8. AVAILABILITY OF THE MANUAL

This manual is available for inspection at our physical office and on our website.

Last Updated: 12 March 2026