

PAIA MANUAL

Compiled in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

Baobab Assist (Pty) Ltd | Reg. CK2019/444970/07 | Effective Date: 30 July 2026

1. Introduction and Purpose

This manual is compiled by Baobab Assist (Pty) Ltd (“Baobab Assist”, “the company”) in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”). PAIA gives effect to the constitutional right of access to any information held by a public or private body that is required for the exercise or protection of any rights.

As a private body, Baobab Assist is required to make this manual available to assist any person wishing to exercise their right of access to records held by the company. This manual explains what records Baobab Assist holds, how to request access to those records, and what fees and procedures apply.

This manual does not itself grant a right of access. Access to any record remains subject to the grounds for refusal set out in Chapters 4 and 5 of Part 3 of PAIA and any other applicable law, including the Protection of Personal Information Act 4 of 2013 (POPIA).

2. Contact Details

Name of Private Body	Baobab Assist (Pty) Ltd
Registration Number	CK2019/444970/07
Physical / Postal Address	14 Montpark Drive, Montgomery Park, Johannesburg, Gauteng, South Africa
Nature of Business	African emergency assistance and medical coordination – air and ground ambulance, search and rescue, command and coordination, and risk and safety management services
Head of the Private Body	Lourens Swanepoel (Director)
Deputy Information Officer(s)	None appointed at present – the Head of the Private Body performs all Information Officer functions
Telephone	+27 87 265 0167 (Emergency / Operations line)
Email	sos@baobabassist.co.za
Website	www.baobabassist.com

3. The Guide on How to Use PAIA

In terms of section 10 of PAIA, the Information Regulator has compiled and published a guide containing information to assist a person wishing to exercise a right of access to a record. The guide is available from the Information Regulator at the details below, and free of charge on the Regulator's website.

Information Regulator (South Africa)

- Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- P.O. Box 31533, Braamfontein, 2017

- Telephone: 010 023 5200
- Email: infoereg@justice.gov.za
- Website: www.infoeregulator.org.za

4. Records Automatically Available

Section 52 of PAIA allows a private body to voluntarily make available a description of categories of records that are automatically available without a person having to submit a formal PAIA request. Baobab Assist does not currently make any records automatically available under section 52. General company and service information is, however, freely available on www.baobabassist.com.

5. Description of Records Held

The table below describes, by subject, the general categories of records held by Baobab Assist. This description is provided for guidance and is not exhaustive. Some categories may contain personal information as defined in POPIA, and access to such records will be dealt with in accordance with both PAIA and POPIA.

Subject / Category	Description of Records Held
Corporate & Governance	Certificate of incorporation, CIPC filings, memorandum of incorporation, director resolutions, share register, company policies, contracts and service level agreements with clients and suppliers
Case & Incident Records	Emergency assistance case files, incident reports, dispatch and coordination logs, air and ground ambulance activation records, search and rescue mission records
Medical & Clinical Records	Patient/member clinical notes, treatment and transport records, medical coordination correspondence with hospitals and clinics, clinical governance and quality-assurance documentation (subject to POPIA and health-professional confidentiality)
Provider & Partner Network	Ambulance and medical provider database entries, accreditation and licensing information, coverage and fleet records, provider contracts and correspondence
Client & Member Records	Client and policyholder contact and membership details, quotations, invoices, correspondence, and service history
Human Resources	Employee and contractor records, recruitment records, payroll and leave records, training and competency records, occupational health and safety records
Financial Records	Accounting records, invoices, quotations, banking and payment records, tax and statutory returns, audit records
Risk, Safety & Compliance	Risk assessments, safety management plans, incident investigations, regulatory correspondence, POPIA and PAIA compliance records
Marketing & Communications	Website content, marketing material, media and public communications, social media records
IT & Data Records	System and database records (including the SADC ambulance intelligence database), access logs, data security and backup records

6. Records Available in Terms of Other Legislation

Certain records held by Baobab Assist may be accessed under legislation other than PAIA. Where this applies, the requester should follow the process set out in that legislation rather than (or in addition to) PAIA. Examples include:

Legislation	Access Provided
Companies Act 71 of 2008	Records relating to incorporation, directors, and statutory filings, obtainable via CIPC
Protection of Personal Information Act 4 of 2013 (POPIA)	Right of data subjects to request confirmation and access to their own personal information held by Baobab Assist
Labour Relations Act 66 of 1995 / Basic Conditions of Employment Act 75 of 1997	Employees may access their own employment records in accordance with these Acts
Income Tax Act 58 of 1962 / Tax Administration Act 28 of 2011	Access to tax records governed by SARS and these Acts, not PAIA
National Health Act 61 of 2003 / Health Professions Act 56 of 1974	Patients and members may access their own health records via the treating provider, subject to health-record confidentiality rules

7. How to Request Access to a Record

7.1 Form of request

A request for access to a record of Baobab Assist must be made on the prescribed Form 2 ("Request for Access to Record") under the PAIA Regulations, addressed to the Head of the Private Body at the contact details in section 2. The request must provide sufficient detail to enable the record to be identified, and must indicate the form of access required and the right the record is needed to exercise or protect.

7.2 Identification of the requester

A requester must provide proof of identity. Where the request is made on behalf of another person, proof of that person's authority to act on the requester's behalf must also be provided.

7.3 Response timeframe

Baobab Assist will respond to a valid request within 30 days of receipt, as required by section 56 of PAIA. This period may be extended by a further 30 days in the circumstances permitted by section 57 of PAIA, in which case the requester will be notified in writing.

7.4 Notification and reasons

The requester will be notified in writing whether the request has been granted or refused. Where a request is refused, adequate reasons for the refusal will be provided, including the relevant provision of PAIA relied upon.

8. Fees

Baobab Assist charges the fees prescribed under the PAIA Regulations. A request fee is payable by every requester other than a personal requester seeking their own personal information. An access fee, covering reproduction and, where applicable, search and preparation time, is payable once a request is granted. No request fee is payable for requests made by a personal requester for their own personal information.

Item	Prescribed Fee
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Request fee (non-refundable, payable by every requester other than a personal requester)	R140.00 (excl. VAT)
Photocopy of an A4-size page or part thereof	R2.00 per page
Printed copy of an A4-size page or part thereof held electronically	R2.00 per page
Copy on flash drive (provided by requester)	R40.00
Copy on compact disc (provided by Baobab Assist)	R60.00
Transcription of an audio record, per A4-size page	R30.00
Search and preparation time, per hour or part thereof in excess of 6 hours	As prescribed – a deposit of up to one-third of the access fee may be required

The fees above are the prescribed statutory fees at the date of this manual and are subject to periodic amendment by the Minister of Justice and Correctional Services. Requesters should confirm the current fee schedule with Baobab Assist or the Information Regulator before submitting a request.

9. Grounds for Refusal of Access

Baobab Assist may be required or entitled to refuse a request for access on the grounds set out in Chapter 4 of Part 3 of PAIA, which include (but are not limited to):

- Mandatory protection of the privacy of a third party who is a natural person (section 63)
- Mandatory protection of certain confidential information of a third party, and protection of certain other confidential information (sections 64–65)
- Protection of commercial information of Baobab Assist or a third party (sections 66–68)
- Protection of safety of individuals and protection of property (section 69)
- Legal professional privilege and privilege from production in legal proceedings (section 70)
- Records that would breach a duty of confidence owed to a third party under an agreement (section 71)

Where a ground for refusal applies to part of a record, the remainder of the record must still be disclosed if reasonably severable and if it would not, in itself, reveal information about which the ground for refusal applies.

10. Internal Remedies

Private bodies are not subject to internal appeal under PAIA. A requester who is dissatisfied with a decision by Baobab Assist may lodge a complaint with the Information Regulator, or apply to a court for appropriate relief, within the periods prescribed by PAIA.

- Information Regulator complaints: PAIAComplaints@inforegulator.org.za
- Website: www.inforegulator.org.za

11. Language and Availability of this Manual

This manual is available in English. A copy may be obtained free of charge from www.baobabassist.com, or on request from the Head of the Private Body at sos@baobabassist.co.za. A printed copy is available for inspection at Baobab Assist's registered address during normal business hours, subject to the reproduction fee referred to in section 8 above.

12. Updates to this Manual

This manual will be reviewed and updated periodically to reflect changes in Baobab Assist's structure, records held, contact details, or applicable legislation and prescribed fees.

Effective date: 30 July 2026

Approved by: Lourens Swanepoel, Head of the Private Body, Baobab Assist (Pty) Ltd

