

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

Private Body: Drone Pilot Network (Pty) Ltd

Registration Number: 2025/562646/07

Date of Compilation: 13 May 2026

Date of Revision: 13 May 2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

- CEO – Chief Executive Officer
- DIO – Deputy Information Officer
- IO – Information Officer
- PAIA – Promotion of Access to Information Act No. 2 of 2000 (as amended)
- POPIA – Protection of Personal Information Act No. 4 of 2013
- Information Regulator – South African Information Regulator

2. PURPOSE OF THIS MANUAL

- This manual explains how to request access to records held by Drone Pilot Network (Pty) Ltd and describes how personal information is processed.

3. CONTACT DETAILS

- Physical Address: Unit 8B, 8 Victoria Avenue, Hout Bay, 7806, South Africa
- Telephone: 072 210 3314
- Email: ryan@dronepilotnet.com
- Website: www.dronepilotnet.com
- Information Officer: Ryan Gouws
- Information Officer Email: ryan@dronepilotnet.com
- Information Officer Contact: 072 210 3314
- Deputy Information Officer: None currently appointed

4. GUIDE ON HOW TO USE PAIA

- The official PAIA guide is available from the South African Information Regulator.

5. AUTOMATICALLY AVAILABLE RECORDS

- PAIA Manual
- Website terms and conditions
- Privacy policy
- General service descriptions
- Public marketing materials

6. RECORDS AVAILABLE UNDER OTHER LEGISLATION

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991 where applicable
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013
- Basic Conditions of Employment Act 75 of 1997 where applicable
- Labour Relations Act 66 of 1995 where applicable

7. RECORD CATEGORIES HELD

- Corporate records including company registration documents and governance records
- Financial records including invoices, payments, subscriptions, and accounting records
- Pilot profile records including qualifications, certifications, licences, verification submissions, and contact details
- Customer records including enquiries, payment records, and purchased pilot access records
- Contractual records including terms of use, privacy consents, and service agreements
- Website operational logs and platform access records

8. PROCESSING OF PERSONAL INFORMATION

- Purpose: To connect drone pilots with customers, facilitate commercial engagement, verify pilot credentials for subscribed verification services, administer subscriptions, and maintain platform operations.
- Data subjects include registered drone pilots, customers, suppliers, and website users.
- Personal information may include names, contact details, operational region, qualifications, licences, certifications, billing details, and platform activity data.
- Unverified pilot profile information is self-submitted and not independently verified by Drone Pilot Network.
- Verified pilot status indicates that submitted documentation was reviewed at the time of verification and does not constitute an ongoing guarantee of regulatory compliance unless re-verified.
- Personal information may be disclosed to customers who purchase access to engage with a specific pilot through the platform, payment processors, advisers, and regulators where required by law.
- Cross-border processing may occur through website infrastructure and Cloudflare services.
- Security measures include access controls, encrypted website connections, password protection, backups, and malware/security protections.

9. ACCESS REQUEST PROCEDURE

- Requests for access to records must be submitted to the Information Officer in accordance with PAIA and applicable prescribed forms and fees.

10. AVAILABILITY OF THE MANUAL

- This manual is available via the website, from the Information Officer upon request, and for inspection at the company offices during normal business hours.

11. UPDATING OF THE MANUAL

- This manual will be reviewed and updated periodically as required by law.

Issued by:

Ryan Gouws

Information Officer

Drone Pilot Network (Pty) Ltd