

PAIA MANUAL

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

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TABLE OF CONTENTS

1. BACKGROUND TO ACCESS TO INFORMATION	3
2. INTRODUCTION	3
3. LIST OF ACRONYMS AND ABBREVIATIONS.....	3
4. MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT	4
5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ZAH	6
6. PAIA GUIDE	6
7. INFORMATION AUTOMATICALLY AVAILABLE – REFER SECTION 51 (1) (C) OF THE ACT 7	
8. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION - REFER SECTION 51 (1) (D) OF THE ACT	7
9. INFORMATION NOT AUTOMATICALLY AVAILABLE - REFER SECTION 51 (1) (E) OF THE ACT	8
10. INFORMATION RELATED TO POPIA.....	10
11. REQUEST PROCEDURE.....	13
12. PRESCRIBED FEES	13
13. GROUNDS FOR REFUSAL.....	13
14. AVAILABILITY OF THE MANUAL.....	13
15. PRIVACY STATEMENT.....	14

1. BACKGROUND TO ACCESS TO INFORMATION

1.1 The Promotion of Access to Information Act No. 2 of 2000 (“the Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights as contained in the Constitution of the Republic of South Africa 108 of 1996 to access information held by the State or Private Institution and that is required for purpose of exercising or protecting rights.

1.2 In terms of section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”).

1.3 Where a request is made in terms of the Act, the Private Body will be obliged to release the information, except where the Act expressly provides that the information may not be released.

2. INTRODUCTION

This Manual is compiled in terms of Section 51 of the **Promotion of Access to Information Act, No. 2 of 2000 (PAIA)** and includes relevant provisions required by the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

Zuid-Afrikaans Hospital is committed to transparency, accountability, and the lawful processing and protection of personal information.

This manual outlines:

- The records held by ZAH.
- The procedure to request access to information.
- The rights and obligations of data subjects under POPIA.

3. LIST OF ACRONYMS AND ABBREVIATIONS

3.1 “**CEO**” Chief Executive Officer

3.2 “**Client**” A natural or juristic person who receives services from Zuid Afrikaans Hospital

3.3 **“Data subject”** The natural or juristic person to whom personal information relates

3.4 **“DIO”** Deputy Information Officer

3.5 **“IO” Information Officer**

3.6 **“Manual”** means the manual, together with all the annexures thereto as amended and made available at the management office of Zuid Afrikaans Hospital, from time to time

3.7 **“MD”** Managing Director

3.8 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as Amended)

3.9 **“POPIA”** Protection of Personal Information Act No.4 of 2013

3.10 **“Processing”** means any operation or activity or any set of operations whether or not by automatic means concerning personal information, including:

- The collection, receipt, recording organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- Dissemination by means of transmission, distribution or making available in other form; or
- Merging, linking, as well as restriction, degradation, erasure or destruction of information.

3.11 **“Regulator”** Information Regulator; and

3.12 **“Requester”** means any person or entity (including any data subject) requesting access to a record that is under the control of Zuid Afrikaans Hospital

3.13 **“Third-party”** means any independent contractor, agent, consultant, sub-contractor or other representative of Zuid Afrikaans Hospital

3.14 **“Zuid-Afrikaans Hospital”** - hereafter “ZAH”

4. MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT

This manual is compiled for the **Zuid-Afrikaans Hospital Group** (“the Company”) in accordance with Section 51 of the **Promotion of Access to Information Act No. 2 of 2000** (“the Act”), which came into operation on 23 November 2001.

The purpose of this manual is to provide information to the public regarding the procedures to be followed when requesting access to records from the Company for the purpose of exercising or protecting rights.

This manual:

- Facilitates requests for access to records of the Company;
- Provides the categories of information held by the Company which are available without a formal PAIA request;
- Describes the subjects on which the Company holds records, and the categories of records held on each subject;
- Lists the records available in terms of other applicable legislation;
- Provides the relevant contact details of the Information Officer and Deputy Information Officer, who will assist the public with the records they intend to access;
- Includes a description of the official PAIA guide published by the Regulator and instructions on how to obtain it;
- Explains whether the Company processes personal information, the purpose for such processing, the categories of data subjects concerned, and the categories of information relating thereto;
- Describes the recipients or categories of recipients to whom personal information may be supplied, including any planned transfer or processing of personal information outside the Republic of South Africa; and
- Confirms whether the Company has appropriate security measures in place to ensure the confidentiality, integrity, and availability of the personal information it processes.

Please note that this manual is not exhaustive, nor does it comprehensively deal with every procedure contained in the Act. Requesters are encouraged to familiarise themselves with the provisions of the Act before submitting any request to the Company in terms of the Act.

Nothing contained in this manual limit or constitutes a waiver of any rights of a requester or of the Company under the Act. The Company makes no representation and gives no undertaking that the information contained in this manual or provided to a requester is complete or accurate,

or that it is fit for any particular purpose. All users of this manual and any information provided by the Company do so entirely at their own risk. The Company shall not be liable for any loss, expense, liability, or claims arising from any use of this manual or of any information provided, or from any error therein.

All users irrevocably agree to submit exclusively to the laws of the Republic of South Africa and to the exclusive jurisdiction of the South African courts in respect of any dispute arising out of the use of this manual or any information provided by the Company.

In this manual, you will find the categories of information the Company holds, as well as the procedures to follow should you wish to request access to any such information.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ZAH

5.1 Chief Information Officer / Managing Director

Name:	Robert Jordaan
Tel:	082 565 5967
E-mail:	robert@zah.co.za

5.2 Deputy Information Officer

Name:	Priscilla Botha
Tel:	082 853 0239
E-mail:	priscilla@zah.co.za

5.3 Access to information general contacts

E-mail:	customercare@zah.co.za
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6. PAIA GUIDE

6.1 In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist one in understanding how to exercise their rights under PAIA (“the Guide”) is available in all the South African official languages.

6.2 If you need a copy of the Guide, please contact ourselves or the Information Regulator

6.3 If you have any general queries, please contact the Information Regulator directly at:

JD House,
27 Stiemens Street,
Braamfontein,
Johannesburg,
2001

P.O Box 31533,
Braamfontein,
Johannesburg,
2017

<https://eservices.inforegulator.org.za/contact.aspx>

7. INFORMATION AUTOMATICALLY AVAILABLE – REFER SECTION 51 (1) (C) OF THE ACT

The following categories of records are automatically available for inspection, purchase or photocopying. In other words, you do not need to request this information in terms of the Promotion of Access to Information Act.

7.1 Media Reports and Announcements

7.2 Medical / Health Awareness information distributed freely

8. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION - REFER SECTION 51 (1) (D) OF THE ACT

Records are kept in accordance with the following legislation, as amended from time to time (this list is not exhaustive):

8.1 Basic Conditions of Employment Act 75 of 1997

8.2 Companies Act 71 of 2008

8.3 Compensation for Occupational Injuries and Diseases Act 130 of 1993

- 8.4 Competition Act 71 of 2008
- 8.5 Copyright Act 98 of 1978
- 8.6 Employment Equity Act 55 of 1998
- 8.7 Income Tax Act 58 of 1962
- 8.8 Labour Relations Act 66 of 1995
- 8.9 Occupational Health and Safety Act 85 of 1993
- 8.10 Prevention of Organised Crime Act 121 of 1998
- 8.11 Promotion of Access to Information Act 2 of 2000
- 8.12 Protection of Personal Information Act 4 of 2013
- 8.13 Skills Development Levies Act 9 of 1999
- 8.14 Unemployment Insurance Act 30 of 1966
- 8.15 Value Added Tax Act 89 of 1991
- 8.16 National Health Act 61 of 2003
- 8.17 Children's Act 38 of 2005
- 8.18 Older Persons Act 13 of 2006

9. INFORMATION NOT AUTOMATICALLY AVAILABLE - REFER SECTION 51 (1) (E) OF THE ACT

The following records are not automatically available without a request, therefore in terms of the Act:

9.1 Company Secretarial

- Company Memorandum and Articles of Association
- Documents of Incorporation
- Registers
- Resolutions or Extracts of meetings
- Statutory returns
- Minutes of Board of Directors meeting and general meetings

9.2 Movable and Immovable Property

- Title Deeds

- Lease Agreements
- Hire Agreements / Rental Agreements
- Hire-purchase agreements
- Credit Sale Agreements / Instalment Sale Agreements

9.3 Intellectual Property

- Trade marks
- Patents
- Copyright
- Designs
- Licensing agreements

9.4 Insurance

- Insurance Policies / Claims Files

9.5 Third Parties

- Records held by the Company relating to other parties, including financial records, correspondence, contractual records, records provided by other parties and records third parties have provided about the Company's contractors and suppliers in respect of contractors, suppliers, subsidiary or fellow subsidiary companies, joint venture partners and service providers.

9.6 Human Resources

- Policies and procedures
- Employee information
- Personnel files and records
- Conditions of Employment
- Internal Evaluation Records (where applicable)
- Correspondence

- Training Schedule and Related Material
- Agreements
- Forms and applications
- Standard letters and notices
- Other statutory records

9.7 Financial records

- Financial statements
- Reports and returns
- Banking details and bank account records
- Debtors/creditors statements and invoices
- Tax returns
- Accounting records
- Agreements

9.8 Operations

- Operating manuals
- Policies and procedures
- Reports and supporting documentation

9.9 Information technology

- System documentation and manuals

9.10 Administration

- Internet (www.zah.co.za)
- Correspondence with internal and external parties

10. INFORMATION RELATED TO POPIA

10.1 In terms of POPIA we are required to provide persons (legal entities and individuals – you/ data subject) with a description of the personal information which we process and why

it is processed, and who we may share this information with, which detail is described below:

Personal information we process - the type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only, which is done under our specific and detailed processing notices housed on our website.

Below is a listing of the personal information that is processed by us, including the category of data subject that it belongs to. The information provided under this section refers to broad categories of information. This list is not exhaustive.

- Clients - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
- Clients – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- Clients – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
- Contracted Service Providers: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Intermediary / Advisor: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees'

family members / Temporary Staff: gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.

- Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

10.2 Sharing of personal information:

We may supply personal information to the following potential recipients which sharing is related to the purpose or reason why we are using the personal information:

- Management and Employees including Temporary Staff;
- Contractors, Service Providers or Business Partners;
- Operators;
- Stakeholders and Shareholders;
- Law Enforcement Agencies and Regulators; and
- Other recipients

10.3 General description of information security measures – Zuid Afrikaans Hospital employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

10.4 Any request for access to personal information as per the provisions of POPIA, must be

made in accordance with the provisions of PAIA.

11. REQUEST PROCEDURE

- Complete the prescribed Form C (available at www.sahrc.org.za or www.inforegulator.org.za).
- Address the form to the **Information Officer**.
- Provide:
 - Adequate details to identify the record.
 - Proof of capacity if acting as agent.
 - Form of access required.
 - Postal/email/fax address.
 - Reasons for the request.

12. PRESCRIBED FEES

- A requester who seeks access to a record must pay the prescribed fees as per PAIA.
- Fees are available at www.inforegulator.org.za.

13. GROUNDS FOR REFUSAL

Access may be refused in terms of PAIA if:

- Disclosure would unreasonable breach the privacy of a third party.
- Records are legally privileged.
- Disclosure is prohibited under healthcare legislation.
- It is not in the public interest.

14. AVAILABILITY OF THE MANUAL

This Manual is available at ZAH's management office and on the official website:

www.zah.co.za

15. PRIVACY STATEMENT

ZAH is committed to protecting personal information. Personal data is collected and processed in line with POPIA. The PAIA Manual is available on the website.

For any data privacy queries, contact customercare@zah.co.za

APPROVED BY:

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Position: CEO

Date: June 2025

