
	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	1	JUNE 2021



**ACCESS TO INFORMATION MANUAL
("MANUAL")**

**COMPILED IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT
NO. 2 OF 2000**

Date of Compilation: 1 July 2021

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	2	JUNE 2021

INDEX

ANNEXURES 2

1. AN INTRODUCTION TO PAIA AND POPIA 3

2. OUR PAIA MANUAL 4

3. WHO ARE WE - ABOUT US AND OUR BUSINESS..... 8

5. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS 9

6. PAIA GUIDE..... 10

7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST 10

8. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION..... 11

9. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST..... 12

10. A DESCRIPTION OF CATEGORIES OF RECORDS 12

11. INFORMATION RELATED TO POPIA 15

12. REQUEST PROCEDURE..... 17

13. ACCESS TO HEALTH RECORDS 18

15. PROOF OF IDENTITY 20

16. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS 20

17. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION .. 21

18. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS 22

D. PARTICULARS OF RECORD 24


E. FEES 25

F. FORM OF ACCESS TO RECORD 25

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED 26


H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS 26

ANNEXURES

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	3	JUNE 2021

1. AN INTRODUCTION TO PAIA AND POPIA

- 1.1 The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001, which among other things,
- 1.1.1 seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights;
 - 1.1.2 sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual;
 - 1.1.3 obliges both public and private bodies to compile a PAIA manual, which PAIA manual sets out how a person, who is desirous of requesting certain information which he/she /it believes he/she/it has a right to, may go about requesting such information.
- 1.2 Where a person is desirous of obtaining information from a private and / or private body, in terms of PAIA, then such person must make a request for this by following the laid out procedure and using the prescribed forms, described under the private and / or private body's PAIA Manual.
- 1.3 On receipt of the request, the body receiving the request must decide if it is able to provide the requested information to the requester in accordance with the provisions of PAIA.
- 1.4 The Protection of Personal Information Act, 4 of 2013 ("POPIA"), which largely commenced on 1 July 2020, gives effect to a person's rights to privacy, including the rights to data privacy, and which Act, in accordance with this objective, describes and prescribes a series of conditions which have to be met when personal information is processed and used by another person, which conditions establish the minimum requirements for the processing of personal information.
- 1.5 POPIA amends certain provisions of PAIA, balancing the need for access and to information against the need to ensure the protection of personal information.
- 1.6 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals, and public and private entities in South Africa.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	4	JUNE 2021

2. OUR PAIA MANUAL

- 2.1 This Manual is compiled in accordance with section 51 of PAIA, as amended by POPIA.
- 2.2 This Manual applies to all information held by Life Healthcare Group Holdings Limited, Registration Number 2003/002733/07 and its Subsidiary Companies, Trusts, and affiliates including the entities detailed below, which list of entities may change from time to time:

Abracor Proprietary Limited

Amaraka Investments No. 37 Proprietary Limited

Ammmed Properties Proprietary Limited

Boewest Share Block Company No 1 Proprietary Limited

Boewest Share Block Company No 2 Proprietary Limited

Border Hospitals Proprietary Limited

Brooklyn Hospital Proprietary Limited

Careways Wellness Proprietary Limited

Consolidated Aone Trade and Invest 12 Proprietary Limited (RF)

Dusty Gold Properties 8 Proprietary Limited

East Rand Dialysis Incorporated

E M H Oncology Proprietary Limited

E M H Operating Company Proprietary Limited

Ekurhuleni Sub Acute Hospital Proprietary Limited


Esidimeni Recovery Centre NPC

Faranani Life Health Solutions Proprietary Limited


Flohoc Investments Proprietary Limited

Free State Oncology Trust

Gaborone Private Hospital Pathology Proprietary Limited

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	5	JUNE 2021

- Garbanzo Property Investments Proprietary Limited
- Genesis Clinic Saxonwold Proprietary Limited
- Glynnview Wellness Centre Proprietary Limited
- Glynnwood Hospital Operating Company Proprietary Limited
- Healthcare Management Services Proprietary Limited
- How Avenue Clinic Proprietary Limited
- Isivivana Health Proprietary Limited
- Jorum Property Investments Proprietary Limited
- LCM Trust
- Life Bayview Hospitals Proprietary Limited
- Life Carstenhof Hospital Proprietary Limited
- Life Carstenview Proprietary Limited
- Life Claremont Ophthalmology Proprietary Limited
- Life Cosmos Hospital Proprietary Limited
- Life East London Private Hospital Proprietary Limited
- Life Esidimeni Group Holdings Proprietary Limited
- Life Esidimeni Proprietary Limited
- Life Faerie Glen Hospital Proprietary Limited
- Life Foundation Trust
- Life Fourways Hospital Proprietary Limited
- Life Healthcare Finance Proprietary Limited
- Life Healthcare Group Holdings Limited
- Life Healthcare Group Proprietary Limited
- Life Healthcare International Proprietary Limited

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	6	JUNE 2021

Life Healthcare Nursing Education Trust

Life Healthcare Employee Share Trust

Life Hilton Oncology Proprietary Limited

Life Hilton Private Hospital Proprietary Limited

Life Kingsbury Hospital Proprietary Limited

Life Management Proprietary Limited

Life Mosselbay Properties Proprietary Limited

Life Occupational Health Proprietary Limited

Life Occupational Health Finch Diamond Mine Proprietary Limited

Life Pharmacy Management Services Proprietary Limited

Life Piet Retief Proprietary Limited

Life Poortview Proprietary Limited

Life Pretoria North Day Clinic Proprietary Limited

Life Vincent Pallotti Hospital Proprietary Limited

Life Vincent Pallotti Oncology Proprietary Limited

Life Vincent Pallotti Orthopaedic Centre Proprietary Limited

Life Wilgers Hospital Proprietary Limited

Lifecare Properties Proprietary Limited

Ligitprops 109 Proprietary Limited


Lorraine Nel Incorporated

Matikwana Hospital Proprietary Limited

Metropol Hospitals Proprietary Limited


Micawber 248 Proprietary Limited

Micawber 249 Proprietary Limited

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	7	JUNE 2021

Middelburg Hospitaal Beperk
 Middelburg Privaat Hospitaal Eiendoms Beperk
 Peglerae Hospital Proprietary Limited
 Peglerae Investments Company Proprietary Limited
 Robinson Hospital Holdings Proprietary Limited
 Roseacres Clinic Proprietary Limited
 Rustenburg Hospital Properties Proprietary Limited
 Simco 5 Proprietary Limited
 Siyathuthuka Care Centre Proprietary Limited
 Spittal Drau Investments Proprietary Limited
 St Mary's Private Hospital Proprietary Limited
 The Life Healthcare Long Term Incentive Trust
 Vredenburg Hospital Proprietary Limited
 Wilgeheuwel Hospital Proprietary Limited
 Wilgers Cathlab Trust
 Wilgers Hospitaal Beperk
 Wilgers Onkologie Radiologiese Trust
 Wilgers Onkologie Spreekkamer Trust
 Wilgers Stralingsonkologie Trust.

2.3 For purposes of this Manual, we refer to ourselves as “Life Healthcare”, “we”, “us” or “our”.


	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	8	JUNE 2021

2.4 This Manual sets out how any person may:

- 2.4.1 go about requesting information, including personal information, which they believe we hold and which they have a right to;
- 2.4.2 which forms have to be completed by such person requesting the information;
- 2.4.3 any fees and or deposits that may have to be paid before the requested information is provided, should we agree to provide the requested information;
- 2.4.4 lodge a withdrawal, objection or complaint against the processing buy us of personal information in terms of POPIA;
- 2.4.5 make or file a request for us to delete or destroy personal information in terms of POPIA.

3. WHO ARE WE - ABOUT US AND OUR BUSINESS

- 3.1 Life Healthcare through its holding company is listed on the Johannesburg Securities Exchange.
- 3.2 Life Healthcare operates various private hospitals and medical practices and outlets in South Africa, all of which primarily serve the market for privately insured individuals.
- 3.3 Through its subsidiaries and associates, Life Healthcare provides a range of healthcare services throughout the Republic of South Africa.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	9	JUNE 2021

4. OUR CONTACT DETAILS

4.1 Our contact details are as follows:

Full Name: Life Healthcare Group Holdings Limited

Registration Number: 2003/002733/07

Registered Address: Oxford Parks, Building 2 203 Oxford Road

(Corner Eastwood & Oxford Roads)

Dunkeld 2196

Postal Address: Private Bag X13 Northlands 2116

Chief Executive: Peter Wharton-Hood

Website: www.lifehealthcare.co.za

5. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS


5.1 The details of our Information Officer is as follows:

Information Officer: Michael Dorfan

Telephone Number: +27 11 219 9000

Fax Number: 086 6464933

Email Address of Information Officer : Michael.Dorfan@lifehealthcare.co.za

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	10	JUNE 2021

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 you in understanding how to exercise your rights under PAIA (“the Guide”) is available in all the South African official languages.

6.2 In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA (“the Guide”) is available in all the South African official languages. The Guide is currently available on the following site:

[Understanding PAIA - South African Human Rights Commission](#)

[Guide on How to Use the Promotion of Access to Information ...](#)

6.3 If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

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


P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

General enquiries email: infoereg@justice.gov.za.

7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

7.1 All information which is housed in the public area of our websites, is automatically available which can be automatically accessed by you, subject to our website disclaimer, without having to go through the formal PAIA request process.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	11	JUNE 2021


7.2 Automatically available information includes:

- 7.2.1 Annual Reports
- 7.2.2 Company Results
- 7.2.3 Interim Reports
- 7.2.4 Media Releases

7.3 The aforesaid automatically available information is available on the Life Healthcare website (www.lifehealthcare.co.za).

8. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

- 8.1 Life Healthcare is subject to many laws and regulations, some of which require us to keep certain records.
- 8.2 These laws are detailed under **Annexure “Laws”**.
- 8.3 This list is not exhaustive.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	12	JUNE 2021

9. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 52(2) OF THE ACT


At the time of this publication the Minister of Justice and Constitutional Development had not yet published any regulations under this section of PAIA.

10. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS WHICH INFORMATION IS NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF THE ACT

10.1 The following information and records identified by the headings and/or departments listed below, are not automatically available and a person has to request access to these records by completing a request of information in the prescribed manner as described under this Manual using the Form C.

10.1.1 Companies Act and Trust Property Control Act Records

- Documents of Incorporation;
- Memorandum of Incorporation;
- Trust Deeds;
- Minutes of Trustees, Board of Directors meetings and General Meetings;
- Written Resolutions;
- Records relating to the appointment of trustees /directors / auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.


	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	13	JUNE 2021

10.1.2 Financial Records

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Paid Cheques;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

10.1.3 Income Tax Records

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;
- VAT;
- Regional Services Levies;
- Skills Development Levies;
- UIF; and
- Workmen's Compensation.


	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	14	JUNE 2021

10.1.4 Personnel Documents and Records

- Employment contracts;
- Employment policies and procedures;
- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.

10.1.5 Other

- Administration
- Information Technology
- Insurance
- Intellectual Property
- Movable and Immovable Property
- Operations
- Third Parties
- Medical and Health information


	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	15	JUNE 2021

11. INFORMATION RELATED TO POPIA

11. In terms of POPIA we are required to provide you 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:

11.1.1 **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.


	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	16	JUNE 2021

- **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.

11.1.2 **Sharing of personal information** - we may supply personal Information to the following potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators;
- Stakeholders and shareholders; and
- Other recipients in international organisation.

11.1.3 **Cross border exchanges** - we may disclose personal information we process to any of our overseas subsidiaries, associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or a legal right to do so. We will in this regard, endeavour to enter into written agreements to ensure that other parties comply with the POPIA and our confidentiality and privacy requirements.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	17	JUNE 2021

11.1.4 **General description of information security measures** – Life Healthcare 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.

11.2 Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 12 below.

11.3 You have the right to request the correction, deletion or destruction of your personal information, in the prescribed form, which form is available on our website. We have also attached the prescribed forms to this Manual for your convenience.


11.4 You may object to the processing of your personal information in the prescribed form, which form is available on our website. We have also attached the prescribed forms to this Manual for your convenience.

12. REQUEST PROCEDURE

12.1 Any request for access to a record or to personal information in terms of PAIA or POPIA must be made on the form attached hereto marked Annexure “A” - called Form C - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10]. or one which substantially corresponds with the form.

12.2 A request for access to information which is not housed under this Form C or which does not comply with POPIA or PAIA will be rejected and returned to you.

12.3 POPIA provides that an owner of personal information (the data subject) may, upon proof of identity, ask Life Healthcare to confirm or advise, free of charge, that it holds personal information which pertains or belongs to the data subject and may request access to such information,

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	18	JUNE 2021

including information about the identity of third parties who have or have had access to such information, which latter request may be subject to a fee described below. Any request for access to this personal information must be made on the form attached hereto marked Annexure “A” - called Form C - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10]. or one which substantially corresponds with the form. A request which is not housed under this Form C or which does not comply with POPIA will be rejected and returned to you.

12.4 Section 54 of PAIA entitles Life Healthcare to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in the Regulations promulgated under PAIA and POPIA. Where a decision to grant a request has been taken by Life Healthcare, the record will not be disclosed until the necessary deposits and / or fees have been paid in full, where applicable. The Fee payable will depend on the type of information requested. These fees are described under Annexure “B” - Fees in respect of private bodies.

13. ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF THE ACT


13.1 For the purposes of this section, the term “relevant person” shall refer to the requester and /or the authorized person making a request on the persons behalf.

13.2 Requesters must stipulate in their request for information and/or what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.

13.3 The Information Officer, in terms of Section 50 of the Act, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him /herself, or to authorised person making such a request on behalf of the person concerned.

13.4 The Information Officer may in terms of Section 61 (1) of the Act, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester’s physical and/ or mental health.

13.5 Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to Section 61(2) had been nominated by the relevant person.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	19	JUNE 2021

13.6 If the relevant person is:

13.6.1 under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61() of the Act; and/or

13.6.2 incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination. 10 November 2020

13.7 If after the Information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his or her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if he or she has been given sufficient guarantees by the requester, that adequate provision has been made for such counselling or arrangement as are reasonably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.

13.8 Before access to the information and/or record is so given to the requester, the person responsible for such counselling or arrangements must be given access to the information and/or record.

13.9 The Information Officer may also refuse access to the Information and/or records in terms of any other law.


14. PRESCRIBED FEES

14.1 Once a request is made, the information officer will send a receive notice to the requester to pay the prescribed fee of R50.00.

14.2 This prescribed fee must be paid before the request will be processed.

14.3 Payment of this fee is to be made as directed by the Information Officer.

14.4 If the requester is seeking access to a record containing personal information about that requester, the prescribed fee of R50.00 may not be required.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	20	JUNE 2021

14.5 The information officer will then make a decision in respect of the request and the requester will be notified of the decision on the required form.

14.6 Should the request be refused, the requester may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice (in terms of (sec 54(3)(b) of the Act).

14.7 If the request is granted then a further access fee is payable for the search, reproduction and preparation of the record in a particular format as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure (in terms of sec 54(6)) of the Act).

14.8 The fees schedule can be downloaded from the Department of Justice website at www.doj.gov.za.


15. PROOF OF IDENTITY

When requesting records or information under PAIA or POPIA, you will be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

16. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

16.1 Requests will be processed within 30 (thirty) days, from date of receipt thereof, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

16.2 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary, which in most cases be a period of 30 (thirty) days.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	21	JUNE 2021


17. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

17.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put Life Health Care at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Life Healthcare.

17.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

17.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

	LIFE HEALTHCARE GROUP PAIA MANUAL	
	POLICY NUMBER	REVISION NUMBER
		1
	PAGE NUMBER	EFFECTIVE DATE
	22	JUNE 2021

18. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

- 18.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 18.2 Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requester. There is no internal appeal procedure.
- 18.3 In the event that you are not satisfied with the outcome you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.
- 18.4 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

19. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the registered offices of Life Healthcare.



REPUBLIC OF SOUTH AFRICA

**FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]**

A. PARTICULARS OF PRIVATE BODY

The Head:

COMPLETE

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address:

Capacity in which request is made, when made on behalf of another person:

COMPLETE

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. PARTICULARS OF RECORD

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....
.....
.....

2. Reference number, if available:

.....
.....
.....

3. Any further particulars of record:

.....
.....
.....

E. FEES

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:

Mark the appropriate box with an **X**.

NOTES:

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>	<input type="checkbox"/>
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>	<input type="checkbox"/>
4. If record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

.....

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at this day..... ofyear

.....
 SIGNATURE OF REQUESTER /
 PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE "B"

FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 is for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
 - (a) For every photocopy of an A4-size page or part thereof R 1, 10.
 - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0, 75.
 - (c) For a copy in a computer-readable form on -
 - (i) stifty disc R7, 50;
 - (ii) compact disc R70,00.
 - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00;
(ii) For a copy of visual images R60,00.
 - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;
(ii) For a copy of an audio record R30,00.
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
 - (1) (a) For every photocopy of an A4-size page or part thereof R1, 10.
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
(c) For a copy in a computer-readable form on -
 - (i) stifty disc R7,50;
 - (ii) compact disc R70,00.
 - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00;
(ii) For a copy of visual images R60,00.
 - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;
(ii) For a copy of an audio record R30,00.
 - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and reparation.
- (2) For purposes of section 54(2) of PAIA, the following applies:
 - (a) six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE “C”

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION
IN TERMS OF SECTION 11(3) OF POPIA**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	

C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....

Signature of data subject/designated person

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

or Correction or deletion of the personal information about the data subject which is in possession under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	

B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

.....
Signature of data subject/ designated person

ANNEXURE “ LAWS ”

RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (Transport)
- Advertising on Roads and Ribbon Development Act 2 of 1940 (Environment and Conservation)
- Alienation of Land Act 68 of 1981 (Contract and Delict)
- Apportionment of Damages Act 34 of 1956 (Contract and Delict)
- Arbitration Act 42 of 1965 (Procedural Law)
- Auditing Profession Act 26 of 2005 (Professions)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Bills of Exchange Act 34 of 1964 (Commercial Law)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Broadcasting Act 4 of 1999 (Communication)
- Business Names Act 27 of 1960 (Commercial Law)
- Companies Act 61 of 1973 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998 (Commercial Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Conventional Penalties Act 15 of 1962 (Contract and Delict)
- Copyright Act 98 of 1978 (Commercial Law)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Council for Medical Schemes Levies Act 58 of 2000 (Health)
- Counterfeit Goods Act 37 of 1997 (Commercial Law)
- Criminal Procedure Act 51 of 1977 (Procedural Law)
- Customs and Excise Act 91 of 1964 (Revenue)
- Debt Collectors Act 114 of 1998 (Legal Administration)
- Designs Act 195 of 1993 (Commercial Law)

- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)
- Formalities in respect of Leases of Land Act 18 of 1969 (Contract and Delict)
- Hazardous Substances Act 15 of 1973 (Health)
- Health Act 63 of 1977 (Health)
- Identification Act 68 of 1997 (Citizenship)
- Immigration Act 13 of 2002 (Citizenship)
- Immovable Property (Removal or Modification of Restrictions) Act 4 of 1965 (Estates)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)
- Insolvency Act 24 of 1936 (Estates)
- Institution of Legal Proceedings against certain Organs of State Act 40 of 2002(Procedural Law)
- Justices of the Peace and Commissioners of Oaths Act 16 of 1963 (Legal Administration)
- Labour Relations Act 66 of 1995 (Labour)
- Long-term Insurance Act 52 of 1998 (Financial Institutions and Insurance)
- Measurement Units and Measurement Standards Act 18 of 2006 (Science)
- Medical Schemes Act 131 of 1998 (Health)
- Medicines and Related Substances Control Act, No 101 of 1965(Health)
- Mental Health Care Act No 17 of 2002 (Health)
- Merchandise Marks Act 17 of 1941 (Commercial Law))
- National Credit Act 34 of 2005 (Contract and Delict)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)
- National Environmental Management: Air Quality Act 39 of 2004 (Environment and Conservation)
- National Environmental Management: Waste Act 59 of 2008 (Environment and Conservation)
- National Health Act 61 of 2003 (Health)
- National Railway Safety Regulator Act 16 of 2002 (Transport)
- National Roads Act 54 of 1971 (Transport)
- National Road Safety Act 9 of 1972 (Transport)

- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Nursing Act No 33 of 2005 (Health)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Pharmacy Act No 56 of 1974 (Health)
- Prescription Act 68 of 1969 (Procedural Law)
- Prescribed Rate of Interest Act 55 of 1975 (Contract and Delict)
- Private Security Industry Regulation Act 56 of 2001 (Professions)
- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)
- Protection of Businesses Act 99 of 1978 (Commercial Law)
- Regulation of Interception of Communication and Provision of Communications- Related Information Act 70 of 2002 (Communication)
- Road Traffic Act 29 of 1989 (Transport)
- Short-term Insurance Act 53 of 1998 (Financial Institutions and Insurance)
- Skills Development Act 97 of 1998 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)
- South African Passports and Travel Documents Act (Citizenship)
- Standards Act 8 of 2008 (Science)
- The South African National Roads Agency Limited and Roads Act 7 of 1998 (Transport)
- Tobacco Products Control Act 83 of 1993 (Health)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Trade Metrology Act 77 of 1973 (Science)
- Trade Practices Act 76 of 1976 (Commercial Law)
- Transfer Duty Act 40 of 1949 (Revenue)
- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Water Services Act 108 of 1997 (Resources)