



LINDIE NEL

PAIA MANUAL

in terms of

Section 51

of

The Promotion of Access to Information Act 2 of 2000

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INTRODUCTION TO THE PRACTICE

This is a private physiotherapy practice, which is conducted in accordance with the requirements of the Health Professions Act (Act 63 of 1982) and is subject to the authority of the Health Professions Council of South Africa (HPCSA). The practitioner practicing at the practice is registered with the HPCSA and provides physiotherapeutic services within the scope and ambit of their registration, competence, and training at the practice. The practitioner is bound by the Ethical Rules issued by the HPCSA, most notably the duty to preserve patient confidentiality, unless legislation or a court order provides otherwise.

CONTACT DETAILS (Section 51(1)(a))

Practice Name: Lindie Nel Physiotherapy and Pilates
HPCSA Registration Number: PT0142972
Head of the Practice: Lindie Nel
Information Officer: Lindie Nel
Physical Address: 8 Union Street, Winterton, 3340/Cnr Kingsway & Voortrekker Street, Bergville, 3350
Postal Address: As above
Telephone Number: 0673023522/0746064265
E-mail address: lvrphysiotherapy@gmail.com
Website address: www.lnphysioandpilates.com

GUIDE OF THE SA HUMAN RIGHTS COMMISSION (Section 51(1)(b)(i))

The SA Human Rights Commission (SAHRC) has, in terms of section 10 of the Promotion of Access to Information Act (PAIA), developed a guide containing information reasonably required by a person wishing to exercise or protect any right in terms of PAIA, which guide has been updated by the Information Regulator. This Guide contains amongst others the following information:

- The purpose of PAIA;
- The manner, form and costs of a request for access to information held by a body;
- Assistance available from the Information Regulator;
- Legal remedies when access to information is denied;
- When access to information may be denied; and
- The contact details of Information Officers in the National, Provincial and Local Government.

The Guide is available on the Information Regulator's website at <http://www.justice.gov.za/inforeg> . Copies of the Guide can also be obtained from the Information Regulator of which the contact details are included in the Guide. Enquiries regarding the Guide can be addressed to the Information Regulator of which the contact details are as follows:

SALU Building
316 Thabo Sehume Street
Pretoria
Telephone: 012 406 4818
Fax: 086 500 3351
E-Mail Address: inforeg@justice.gov.za

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INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION (Section 51(1)(b)(iii))

The practice is required to hold records in terms of the following legislation subject to the specific protection offered by these laws:

1. Allied Health Professions Act (Act 63 of 1982);
2. Children's Act (Act 38 of 2005);
3. Consumer Protection Act (Act 68 of 2008);
4. Electronic Communications and Transactions Act (Act 25 of 2002);
5. Income Tax Act (Act 58 of 1962);
6. Medical Schemes Act (Act 131 of 1998);
7. Mental Health Care Act (Act 17 of 2002);
8. National Credit Act (Act 34 of 2005);
9. National Health Act (Act 61 of 2003);
10. Promotion of Access to Information Act (Act 2 of 2000);
11. Protection of Personal Information Act (Act 4 of 2013);
12. Road Accident Fund Act (Act 56 of 1996).

SCHEDULE OF RECORDS (Section 51(1)(b)(iv))

The practice holds the following categories of records:

CATEGORIES OF RECORDS	DOCUMENT TYPE
Records relating to the registration of practitioners working at the practice	Registration certificates at the HPCSA and related documents; Proof of payment of registration and annual fees to the HPCSA.
Financial records	Annual financial statements; accounting records; bank statements; invoices, statements, receipts and related documents.
Tax records	Copies of tax returns and documents relating to income tax.
Patient records	Records are kept in respect of all patients consulted at the practice, which include their medical history, treatment and relevant financial arrangements.
Insurance records	Professional indemnity insurance.

RECORDS AUTOMATICALLY AVAILABLE (Section 51(1)(b)(ii))

No notice has been submitted by the practice to the Minister of Justice and Correctional Services regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the practice is automatically available without having to request access in terms of PAIA.

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PURPOSE OF PROCESSING PERSONAL INFORMATION (Section 51(1)(c)(i))

The practice processes personal information of data subjects for the following purposes:

1. Conducting of a private physiotherapy practice in terms of the law, including the administration of the practice and claiming payment for services rendered to patients;
2. Treatment and care of patients;
3. Reporting to persons and bodies as required and authorised in terms of the law or by the data subjects.

DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF THIS INFORMATION (Section 51(1)(c)(ii) and (iii))

The practice holds the categories of records and personal information in respect of the categories of data subjects specified below. The potential recipients of the personal information processed by the practice are also specified. Information and records are only disclosed as may be required in terms of the law or otherwise with the consent of the relevant data subjects.

DATA SUBJECTS	CATEGORIES OF RECORDS	CATEGORIES OF PERSONAL INFORMATION	POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION
Contractors, vendors and suppliers e.g. BHF	Agreements with BHF	Organisation names; contact details e.g. address, telephone, e-mail addresses, website addresses.	Medical schemes
Insurers	Insurance policies; payment of premiums; claims' records and related documents	Names and contact details e.g. addresses, telephone and, e-mail addresses; premiums	Legal practitioners; relevant public bodies

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DATA SUBJECTS	CATEGORIES OF RECORDS	CATEGORIES OF PERSONAL INFORMATION	POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION
Public Bodies e.g. Department of Health, RAF, Statutory Bodies	Complaints submitted to the relevant statutory bodies and related documents; correspondence; newsletters and circulars issued by these bodies and councils; payment of fees	Names; contact details e.g. addresses, telephone and fax numbers, e-mail addresses; office bearers; fee structures	Medical schemes; patients
Medical Schemes / Insurance Companies	Claims; remittance advices; contracts; correspondence; scheme rules; policy provisions	Contact details e.g. addresses, telephone and fax numbers, e-mail addresses	Patients, Medical schemes
Patients	Patient records, including medical records, financial arrangements, invoices, payment records and correspondence	Names and surnames; contact details e.g. address, telephone and fax numbers, e-mail addresses; Identity numbers / dates of birth; race; gender; nationality; employers and their contact details; medical schemes, medical scheme options and dependant status; name, surname and contact details of a relative / friend; medical history, including details about injuries sustained; fees charged, payments received and payment history; diagnosis / suspected diagnosis; procedures performed; treatment administered; diagnosis and procedure codes; referral letters to other health care practitioners / hospitals containing relevant information; reports from other practitioners, including X-rays, scans, sonars, pathology results and related reports; complaints lodged; consent forms; correspondence; patient information forms; prescriptions; medical certificates	Medical schemes; medical scheme administrators; managed care organisations; insurers; employers; bodies performing peer review; statutory / governmental bodies e.g. HPCSA when responding to complaints, Compensation Commissioner, RAF; other relevant treating health care practitioners; next-of-kin
DATA SUBJECTS	CATEGORIES OF RECORDS	CATEGORIES OF PERSONAL INFORMATION	POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION
Practitioners referring patients to the practice or to whom patients are referred by the practice	Referral notes; reports from health care practitioners involved in the care of the patients; correspondence	Names and surnames; Contact details e.g. address, telephone and fax numbers, e-mail addresses and practice code numbers of practitioners	Medical schemes; managed care organisations; governmental bodies e.g. HPCSA when responding to complaints, Compensation Commissioner, RAF; bodies performing peer review

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PLANNED TRANSBORDER FLOW OF PERSONAL INFORMATION (Section 51(1)(c)(iv))

The practice is not planning to send any personal information about any data subject across the borders of the Republic of South Africa to third parties in foreign countries. Should this be required, data subject consent will be obtained, where possible, and transfers of such information will occur in accordance with the requirements of the law.

SECURITY MEASURES TO PROTECT PERSONAL INFORMATION (Section 51(1)(c) (v))

The practice takes the privacy of persons seriously and is therefore committed to ensuring that personal information in its possession or under its control is secure. In order to prevent unauthorised access or disclosure of information, appropriate physical, electronic and managerial procedures have been implemented to safeguard and secure the information. For example, access to information is controlled and only persons requiring the information for the treatment, care and invoicing of patients as well as the administration of the practice have access to the information. Access to electronic records is password controlled. A privacy policy has been implemented to ensure that personal information is processed and stored strictly in accordance with the law and all persons who have access to that information are aware of their responsibilities. Records are maintained in a structured filing system for as long as it is necessary in accordance with the relevant laws. A risk assessment of the organisational and technical processes and procedures is conducted on a regular basis to ensure a continuous monitoring and enhancement of security measures in the practice. Practitioners, other staff and contractors are required to adhere to the strict policies and processes implemented by the practice and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

PROCEDURE TO OBTAIN ACCESS TO THE RECORDS OR INFORMATION (Section 51(1)(b)(iv))

The fact that information and records are held by the practice as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form, which is attached to this Manual as Annexure A, and pay the fees specified in PAIA, attached hereto as Annexure B. The request form is also available from:

- The Information Officer of the practice at the contact details stipulated above; and
- The Information Regulator at the contact details stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the

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records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

PRESCRIBED FEES (Section 51(1)(b)(iv))

The fees for requesting and accessing information and records held by the practice are prescribed in terms of PAIA. A requester (other than a personal requester) is required to pay the prescribed fee of R50 before a request will be processed. The fees payable, which may be amended from time to time in accordance with notices published in the Government Gazette, are attached hereto as Annexure B. Details of the fees payable and any change to such fees may be obtained from the Information Officer. The fees are also available on the website of the Information Regulator. A requester may also be required to pay the fees prescribed for searching and compiling the information, which has been requested, including copying charges.

MANUAL AVAILABILITY (Section 51(3))

A copy of this Manual is available for inspection, free of charge and at the practice. A copy of the Manual may also be requested from the Information Officer against payment of the appropriate fee, which may be obtained from the Information Officer.



Signature of the Head of the Practice / Information Officer

31/03/2026

Date